

WOLVERHAMPTON CCG

Governing Body
11 September 2018

Agenda item 16

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 July and August 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 Outstanding Rating Announced 2.1.3 Have your say on over-the-counter medicines 2.2.1 NHS70 celebrations 2.2.3 Annual General Meeting (AGM)</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.



1. BACKGROUND AND CURRENT SITUATION

To update the Governing Body on the key activities which have taken place July and August 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 Outstanding Rating Announced

We celebrated our Outstanding rating by announcing it online, through the local media and at our AGM in July.

NHS England assessed WCCG an Outstanding rating in their 2017/2018 annual assessment in July. This is the highest possible rating by NHS England (NHSE), and Wolverhampton CCG is the only CCG to be awarded this rating in the West Midlands. This year there were 20 CCGs rated as Outstanding out of 207 CCGs across the country for 17/18.



This is the third year that the CCG has been recognised by NHSE as outstanding. Only three CCGs have been rated as Outstanding for three years in a row. This puts Wolverhampton in the top 1% over that period.

<https://wolverhamptonccg.nhs.uk/about-us/news/684-outstanding-performance-rating-awarded-by-nhs-england-to-wolverhampton-ccg-for-the-third-year-running>

2.1.2 Extended opening for Pharmacy and GP surgeries August Bank Holiday

Extended bank holiday opening was shown on our website in advance of the August Bank Holiday. See <https://wolverhamptonccg.nhs.uk/about-us/news/710-wolverhampton-gp-bank-holiday-opening-for-monday-27-august-18> and <https://wolverhamptonccg.nhs.uk/about-us/news/696-august-bank-holiday-2018-pharmacy-opening-in-wolverhampton> for full details.

2.1.3 Press Releases

Press releases since the last meeting have included:

August 2018

- Wolverhampton GP Bank Holiday opening for Monday 27 August '18
- Think ahead and help your NHS this August Bank Holiday
- Save a wasted journey to A&E and treat yourself at home for sprains and strains
- AGM 2018 success
- Families help shape future of local maternity care
- Exam results: Keep calm and communicate
- A&E shouldn't be one of your holiday tourist attractions
- August Bank Holiday 2018 Pharmacy opening in Wolverhampton



July 2018

- Stay safe in the sun as heatwave continues in Wolverhampton
- School's out for summer! Be holiday ready!
- NHS 70 – Sainsbury's event
- If its red, it's blood-wee serious
- Outstanding Performance rating awarded by NHS England to Wolverhampton CCG for the third year running
- Wolverhampton Better Care Fund Partners Shortlisted for a Nursing Times Award
- Stay safe in the heat
- Wolverhampton Health and Social Care Chiefs join with Sainsbury's to celebrate 70 years of the NHS
- Wolverhampton residents invited to WCCG's Annual General Meeting
- Top tips to take the sting out of summer
- Join us to celebrate 70 years of the NHS

2.1.3 Have your say on over-the-counter medicines

We have started a period of engagement to get people's views about over the counter medicines on prescription for minor ailments, following the NHSE consultation earlier on this year.

We have produced a short survey <https://www.surveymonkey.co.uk/r/WYGSGTP> which closes on Tuesday 25 September.

2.2. Communication & Engagement with members and stakeholders

2.2.1 NHS70 celebrations start in Wolverhampton at Sainsbury's

On Friday 6 July, the CCG and City of Wolverhampton Council invited people to join them to celebrate NHS70 at Sainsbury's St Marks. We celebrated the NHS special birthday with a tea party in the café, with health and social care guests, between 10am-12pm.

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Members of the public shared their experiences of the NHS and it was great to hear people's positive stories of how the NHS has looked after them over the years. <https://wolverhamptonccg.nhs.uk/about-us/news/702-nhs-70-sainsbury-s-event>



2.2.2 Annual Report Summary

We printed and distributed our Annual Report Summary at our Annual General Meeting. Copies are available online <https://wolverhamptonccg.nhs.uk/about-us/wolverhampton-ccg-annual-report-summary-2018>, or by contacting the CCG.

2.2.3 Annual General Meeting (AGM)

Approximately 50 patients and members of the public attended the event at Molineux stadium in July, along with CCG senior members, GPs, staff and patient representatives.



We paid tribute to NHS 70 throughout the event and showcased the CCG's achievements over the last 12 months. These include improvements to GP services with the development of our New Models of Care and good collaborative working with our partners in Wolverhampton and across the Black Country.

The event also gave us the opportunity to announce our 'Outstanding' rating from NHS England. We are proud to be one of only three CCG's in the country to have received the top rating three years in a row.



We finished the afternoon with a 1940s-themed celebration with afternoon tea and music from the era. Attendees also had an opportunity to talk to CCG representatives and ask any questions. Our feedback from those who attended has been extremely positive and we are really pleased that many of you enjoyed the afternoon.



For those unable to attend, please [Watch our video from the AGM](#)

2.2.4 GP Bulletin

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

2.2.5 Practice Nurse Bulletin

The July/August editions of the Practice Nurse Bulletin included the following topics:

- WCCG rated Outstanding for a third year in a row
- WCCG AGM
- Kicks Count campaign and website
- Practice Makes Perfect Forum
- LeDeR – Learning into Action Newsletter
- Summer sports
- Thrive into Work Newsletter
- Training and events
- STP Stakeholder News
- Useful information and resources

2.2.6 Members Meeting

The GP Members Meeting took place on 25 July. GP members heard the latest updates focussing on the GP workforce in Wolverhampton and discussed how best to manage repeat prescribing in the future



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 July with an attendance from 11 GP practices and representatives from the cancer services forum and Health Watch Wolverhampton. The group received presentations on Falls Prevention and Care Navigation and then provided feedback on their various practice activity. The Terms of Reference were approved and members agreed that they would like to keep meetings bi-monthly in addition to the Hub meetings.

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 discussion re Equality Objectives
- Strategic communications
- JEAG
- VI PPG planned to attend but cancelled x 2

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: 28 August 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	Sue McKie	28 August 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	28 August 2018

