

WOLVERHAMPTON CCG

Governing Body
14 May 2019

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 during April 2019.
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 GP and pharmacy opening over Easter holidays</p> <p>2.2.3 Annual Report</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 April 2019, 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 GP and pharmacy opening over Easter holidays

We advertised our extended GP opening and their hub addresses for over the Easter holidays with printed materials to each surgery, on our website, Twitter and via ad messenger.

2.1.2 Pharmacy opening over May Bank holidays

We have advertised our local pharmacy opening over the May Bank holidays on our website.

<https://wolverhamptonccg.nhs.uk/about-us/news/849-may-bank-holiday-2019-pharmacy-opening-in-wolverhampton>

2.1.3 Press Releases

Press releases since the last meeting have included:

April 2019

- May Bank Holidays 2019 Pharmacy opening in Wolverhampton
- Keep children well this half term
- Wolverhampton parents urged to catch up on life-saving vaccinations
- Choose the right service this Easter
- Bowel Cancer Awareness Month
- Thousands in Wolverhampton urged to take action to prevent diabetes
- City makes progress towards autism friendly ambition

2.2. Communication & Engagement with members and stakeholders

2.2.1 Members Meeting

We met with our GP Members on 3 April. There was turnout of over 60 people.

Members received an update about the CCG, the NHS Long Term plan and place-based commissioning workstreams locally and also heard the latest information on QOF+.

The majority of the meeting was reserved for discussions amongst the GP members around the formation of Primary Care Networks in Wolverhampton.

The image shows two posters from the NHS Wolverhampton Clinical Commissioning Group. The top poster is titled 'GP Opening Times at Easter' and provides a detailed schedule for various GP practices across the region, including dates and times for extended opening hours during the Easter period. The bottom poster is titled 'Easter Pharmacy opening rota' and lists the names and contact details of pharmacists and pharmacy staff who will be providing services during the Easter holidays. Both posters include the NHS logo and the CCG name.

2.2.2. We want to hear your views on community care for people with learning disabilities

We have been working with the other CCGs and LAs in the Black Country and with Black Country Partnership Foundation Trust as the Transforming Care Partnership to develop a model of community care for people with learning disabilities. This supports this vulnerable group of people to stay close to their families and friends and will reduce the number of inappropriate, often long-term, hospital admissions.

During April across the Black Country we have held events in Dudley, Sandwell, Walsall and Wolverhampton. Our local drop in event was held on Tuesday 9 April 2019 at Molineux stadium, between 10am – 12pm and was well attended by around 15 people who shared their views on the new community model.

There is still time to have your say, as the engagement period runs until **Thursday 23 May 2019**.

To find out more visit: <https://wolverhamptonccg.nhs.uk/your-health-services/learning-disabilities/transforming-community-services> where you can read the engagement document and complete the online questionnaire:

2.2.3 Annual Report

We have submitted the first draft of our Annual Report to NHS England.

2.2.4 GP Bulletin

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

2.2.4 Practice Nurse Bulletin

There has been no bulletin in April.

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

Following on from the PPG Chair / Citizen Forum meeting in March, communication has now gone out to members advising of the cancellation of future meetings. The rationale for this action is so that we can work on potential opportunities for developing and enhancing the Communications and Engagement Strategy related to the emergence of PCNs. In addition to this we shall also canvass Citizens Forum representatives to determine the most appropriate way to engage and communicate with these groups.

5. LAY MEMBER MEETINGS – attended:

- 5.1 Primary Care Commissioning Committee
CCG Governing Body
Quality and Safety
Strategic communications
Engagement Cycle meeting
Discussion around Hard to Reach communities with Healthwatch Wolverhampton
Medical Chambers / Unity Hub PPG Chairs meeting
1:2 meeting with Patient Representatives

6. KEY RISKS AND MITIGATIONS

N/A

7 IMPACT ASSESSMENT

- 5.1. **Financial and Resource Implications** - None known
- 5.2. **Quality and Safety Implications** - Any patient stories (soft intelligence) received are passed onto Quality & Safety team for use in improvements to quality of services.
- 5.3. **Equality Implications** - Any engagement or consultations undertaken have all equality and inclusion issues considered fully.
- 5.4. **Legal and Policy Implications** - N/A

Other Implications - N/A

Name: Sue McKie

Job Title: Lay Member for Patient and Public Involvement

Date: 30 April 2019

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	30 April 2019
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	30 April 2019

