

WOLVERHAMPTON CCG

Governing Body
09 July 2019

Agenda item 13

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 May and June 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>2.1.2 Annual Report 4.1 'What Matters to You?'</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 May and June 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 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>

2.1.2 Annual Report

Our annual report was signed off by the May Governing Body and submitted to NHSE in May. The report can be found <https://wolverhamptonccg.nhs.uk/publications/corporate/annual-reports/ccg-annual-reports/2532-wccg-annual-report-18-19>

2.1.3 Press Releases

Press releases since the last meeting have included:

June 2019

- Float like a butterfly and sting like a well, a few things actually!
- Time to help the lonely know that they're not alone
- Getting Carers Connected in Wolverhampton
- Local mum supports the launch of a new mental health service by sharing her experience of perinatal depression
- 'What Matters to You?' takes to the road
- A GP and Wolverhampton NHS leader has been awarded an MBE in the 2019 Queen's Birthday Honours List
- Have your say and help shape SEND services
- Breastfeeding advice and support for parents and mums-to-be
- Wolverhampton residents urged to be on the pulse to avoid a stroke

May 2109

- Families encouraged to Stay Well this Whitsun holiday
- Residents invited to have their say on Primary Care in the Black Country
- Skin Cancer warning for Wolverhampton residents as cases increase
- Life-changing cancer awareness roadshow comes to Bilston
- 1 in 3 people overwhelmed with stress related to body image
- Wolverhampton Mental Health Awareness Week 14-16 May
- Have your say on proposed closure of GP branch surgery – Wood Road, Tettenhall Wood, Wolverhampton
- City raises awareness of dementia with Action Week of events

2.2. Communication & Engagement with members and stakeholders

2.2.1. Members Meeting

We met with our GP members on 12 June where we discussed the Primary Care Strategy.

2.2.2 Perinatal Mental Health ‘Whose Shoes?’ Workshop

The STP held a Perinatal Mental Health ‘Whose Shoes?’ interactive workshop on Monday 24 June 2019 from 10am-2.30pm at Molineux Stadium, Waterloo Road, Wolverhampton, WV1 4QR. The event gathered views from local mums and their families to understand and improve user experience for women experiencing any kind of mental, psychological or emotional ill health during or after pregnancy. It also brought together all of the services that may need to know what the new service can deliver and what difference it will make to women across the Black Country. Over 150 people attended.

2.2.3 Transforming Care Engagement for Children and Young People

The Black Country Transforming Care Partnership held two workshops on Wednesday 5 June and Tuesday 11 June to shape services for children and young people with learning disabilities (or learning disabilities with autism) with behaviour that challenges.

During the event, participants worked in small groups with a facilitator to go through a series of questions that helped us to learn what things should make up care services at different points of a child’s or young person’s life. Outputs from the workshop will be used to shape a framework for what services should look like and will guide development of services for the future.

2.2.4 Have your say on plans to improve Primary Care in the Black Country and West Birmingham

Following the publication of the national NHS Long Term Plan, which sets out how the NHS will improve care for patients over the next ten years, CCGs in the Black Country and West Birmingham are planning improvements to primary care services and wanted to hear the views of local people. These views of members of the public, patients, doctors, nurses and other healthcare professionals are being used to develop a strategy for the future of primary care services to ensure improved access, continuity and coordination of care for local people.

There were four public engagement events in May, one in each area to share the key elements of this strategy with local people. We wanted to check that we are in the right place, that we are not missing anything important and to confirm that the strategy will meet local need.

2.2.5 GP Bulletin

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

2.2.6 Practice Nurse Bulletin

The bulletin in June included the following:

- Immunisation publications to support vaccine delivery
- Social prescribing
- Practice Vacancies
- Help to shape SEND services



- Free places available on DV Perpetrator Programme
- LeDeR Programme bulletin
- Training and Events

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 'What Matters to You?'

Residents in Wolverhampton are being asked 'What Matters to You?' when it comes to local healthcare services. Everyone is being asked to join a healthcare conversation as we look at how services are provided in the future.

Every voice matters, so everyone is welcome to take part in the online survey as your feedback will be used to improve the healthcare services in Wolverhampton. If you would like to chat to us face to face, we will be running events throughout June and July.

See our website for details of the events. <https://wolverhamptonccg.nhs.uk/contact-us/current-engagement-and-consultations/885-what-matters-to-you-survey>

4.2 Non-emergency patient transport services survey

Non-emergency patient transport is provided by the NHS to help patients who cannot use private or public transport to attend medical appointments and does not require an emergency ambulance or immediate response.

The CCG is reviewing the service currently provided to make sure the needs of the public are met via an online survey. Results will inform the service specification development.

4.3 Have your say on proposed closure of GP branch surgery – Wood Road, Tettenhall Wood, Wolverhampton

A consultation is currently underway on the proposed closure of the Wood Road branch surgery, Tettenhall Wood, Wolverhampton. There is a chance for you to have your say by completing a short questionnaire until Sunday 28 July.

The branch surgery has made a request to NHS Wolverhampton Clinical Commissioning Group to close the Wood Road branch Surgery. The decision to request the closure of the branch surgery has not been taken lightly and the well-being of patients remains the priority. It is believed that by centralising services on a single site at Lower Green Surgery, the doctors will be able to offer a more flexible, efficient GP service with better access for the patients.

We would like to invite your views on this proposal. The consultation will take place over 90 days, beginning on Tuesday 7 May 2019 and ending on Sunday 28 July 2019. You can take part by completing a short questionnaire to let us know your views.

4.4 **We heard 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.

The partnership has developed the new community model in collaboration with service users and their families and carers. During **21 March to Thursday 23 May** local people were given the opportunity to feedback their views on new community services for people with learning disabilities by attending events in Dudley, Sandwell, Walsall and Wolverhampton, or by completing an online survey.

A report will be available on our website shortly which will outline engagement views heard and the decision made.

5 **LAY MEMBER MEETINGS – attended:**

- 5.1 Primary Care Commissioning Committee
- CCG Governing Body
- CCG Governing Body extra-ordinary meeting
- Quality and Safety Committee
- Strategic communications
- Vertical Integration PPG Chairs meeting
- 1:1 meetings with CCG Officers and Chair
- 1:1 meeting with Patient representative
- Primary Care Network approval meeting
- Primary Care Networks and Community Services discussion

6. **KEY RISKS AND MITIGATIONS**

N/A



7 IMPACT ASSESSMENT

5.2 **Financial and Resource Implications** - None known

5.3 **Quality and Safety Implications** - Any patient stories (soft intelligence) received are passed onto Quality & Safety team for use in improvements to quality of services.

5.4 **Equality Implications** - Any engagement or consultations undertaken have all equality and inclusion issues considered fully.

5.5 **Legal and Policy Implications** - N/A

Other Implications - N/A

Name: Sue McKie

Job Title: Lay Member for Patient and Public Involvement

Date: 26 June 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	26 June 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	26 June 2019