

WOLVERHAMPTON CCG

Governing Body
10 September 2019

Agenda item 21

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 July and August 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 Rated Outstanding for fourth year running 2.1.3 Annual General Meeting – save the date 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	<ul style="list-style-type: none"> • Providing assurance that we are delivering our core purpose of commissioning high quality health and care



financial envelope	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 July and August 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 GP and Pharmacy opening over August Bank holiday

We have advertised our local GP and pharmacy opening over the August Bank holiday with a press release and on our website.

<https://wolverhamptonccg.nhs.uk/primary-care/gp-extended-opening-hours>

2.1.2 Rated Outstanding for fourth year running

In July we received an Outstanding rating from NHS England in its 2018/19 annual assessment of clinical commissioning groups. This is the highest possible rating by NHS England (NHSE), and we are the only CCG to be awarded this rating in the West Midlands.

This is the fourth consecutive year that the CCG has been recognised by NHSE as Outstanding. Only two other CCGs in the country have been rated as Outstanding for four years in a row, which puts us in the top 1.5% of best performing CCGs nationally during this period.



This year there were 24 CCGs rated as Outstanding out of 195 CCGs for 18/19.

We shared this good news via a press release and on our website and social media.

2.1.3 Annual General Meeting – Save the date

Preparations are well underway for our Annual General Meeting. To discuss financial year 18/19 and hear our plans and priorities for year 19/20, please join us on Wednesday 18 September 2019 at The Hayward Suite, Billy Wright Stand, The Molineux Stadium, WV1 4QR. The meeting starts at 12.30pm with a performance of our Flu Fighters story.

2.1.4 Press Releases

Press releases since the last meeting have included:

August 2019

- Number of people having free NHS Health Check soars
- Public invited to NHS Wolverhampton Clinical Commissioning Group's Annual General Meeting

- Year-8 boys in Wolverhampton given extra protection from cancer
- Get the right care this August Bank Holiday in Wolverhampton
- Help is at hand for young people awaiting exam results
- August Bank Holiday 2019 pharmacy opening in Wolverhampton

July 2109

- Tettenhall Medical Practice to extend branch surgery closure consultation
- School's out for summer! Be holiday ready!
- Holidaymakers urged to get the right care if illness strikes
- Wolverhampton CCG rated Outstanding by NHS England for the fourth year running
- Save a wasted journey to A&E and treat yourself at home for sprains and strains
- Measles warning for young adults attending summer festivals

2.2. Communication & Engagement with members and stakeholders

2.2.1 GP Bulletin

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

2.2.2 Practice Nurse Bulletin

The bulletin in August included the following:

- GPN strategy launch
- Primary Care Referral Guidelines – Paediatric Diabetes
- Public Health England Vaccine update
- Practice vacancies
- New Diabetes template and care plan
- The GPN single point
- 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 were asked 'What Matters to You?' when it comes to local healthcare services during July.

The aim of the 'What Matters to You?' engagement roadshow was to give local residents the platform to join in with the National 'What Matters to You?' conversation with regards to local healthcare services and what they would like to see more of in the future. WCCG took this opportunity to listen to local views and opinions and also talk about the different ways WCCG are commissioning health and care closer to home, online via Patient Access App and also to gauge how local people felt about health and social care working closer together and sharing patient records.

There were 11 public engagement events, which included six events at GP practices and five community events. The engagement roadshow launched on Tuesday 25 June 2019 and the last event was held on Saturday 20 July 2019. The online survey closed on Wednesday 31 July 2019. A total of 174 surveys were fully completed.

Recommendations and results from these engagement events will go to CCG Programme Boards and will then be published on our website in our You Said, You Did section.

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

Wolverhampton CCG has asked Tettenhall Medical Practice to extend for one month its public consultation around the future of the branch surgery in Wood Road. The consultation will now close on Sunday 15 September.

The consultation was launched on Tuesday 7 May 2019 following a request from GPs at the Medical Practice to close the branch surgery. They told the CCG and patients that difficulties recruiting GPs to vacant posts meant they were unable to 'deliver the services we would like to from this branch'.

More than 830 patients and local people have already responded to the consultation and during July and August, the Practice encouraged more patients to complete the consultation survey. They will also hold a further drop-in event to ensure local people and patients have further opportunity to ask questions and air their concerns.

The CCG continues to support the Practice with the consultation. The consultation survey and all information about the consultation including events and the answers to frequently asked questions are available, both on the Lower Green Medical Centre website <http://www.tettenhallmedicalpractice.nhs.uk/contact-us-3/> and on the CCG website at <https://wolverhamptonccg.nhs.uk/contact-us/current-engagement-and-consultations/929-tettenhall-medical-practice-to-extend-branch-surgery-closure-consultation>

4.3 **PPG Chairs and Citizen Forum**

PPG Chairs continue to meet in their four groups with support and attendance from CCG officers and lay member attendance when availability permits. Primary Care

Networks (PCN's) have been part of the discussions and as they are still developing work will continue to explore opportunities for engagement and participation.

Due to historical poor attendance from Citizen forum Representatives an e-mail was sent to the representatives to ask how they might prefer to receive information in the future now that the bi-monthly meeting had been suspended. In total three responses were received which demonstrates that there is some more work to do in terms of engaging with these groups.

5 LAY MEMBER MEETINGS – attended:

- 5.1 What Matters to You Survey – Bilston market
 - Primary Care Commissioning Committee
 - CCG Governing Body
 - CCG Governing Body Development
 - Quality and Safety Committee
 - Strategic communications
 - 1:1 meetings with CCG Officers, Chair, Accountable Officer and HR officers
 - 1:1 meeting with Patient representative
 - Local Medical Committee
 - Engagement Cycle
 - Joint Commissioning Committee
 - Transition Board
 - Medical Chambers Hub meeting

6. KEY RISKS AND MITIGATIONS

N/A

7 IMPACT ASSESSMENT

Financial and Resource Implications - None known

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

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

Legal and Policy Implications - N/A

Other Implications - N/A

Name: Sue McKie

Job Title: Lay Member for Patient and Public Involvement

Date: 29 August 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

NHS Long Term Plan. 2019

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	29 August 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	29 August 2019