

WOLVERHAMPTON CCG

Governing Body
12 November 2019

Agenda item 14

| | |
|---|---|
| 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>2.1.1 Annual General Meeting success</p> <p>2.2.3 The future for CCGs in the Black Country and West Birmingham -Listening Exercise</p> <p>2.2.4 Draft Communication and Participation Strategy</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 |



1. BACKGROUND AND CURRENT SITUATION

To update the Governing Body on the key activities which have taken place September and October 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 Annual General Meeting success – Wednesday 18 September 2019

We were delighted to see over 70 patients and members of the public, along with CCG senior members, staff and patient representatives at the Molineux stadium for our AGM

The event began with a performance from Gazebo Theatre, who brought to life the Flu Fighters story; part of a campaign to increase the number of children who receive their nasal spray in Wolverhampton. We invited primary school children to attend the AGM to watch the performance. They were enthralled and vowed to become Flu Fighters themselves by getting their vaccine.



Dr Salma Reehana, Chair of Wolverhampton CCG, formally opened the AGM and attendees heard an overview of the work that had taken place during 18/19 and what the CCG's plans are for the future. You can view the presentation [here](#). If you would like a copy of the presentation posted to you, please email wolccg.comms@nhs.net

We finished the afternoon with engagement on the NHS Long Term Plan and the feedback we received will be used to inform the plan.

2.1.2 Press Releases

Press releases since the last meeting have included:

October 2019

- EU Exit – Information for patients
- People in Wolverhampton asked to 'think pharmacy' this October half term
- Dr Doreen Tipton says Get the Flu Jab!
- Reminder to regularly check for signs of breast cancer
- AGM 2019 success
- Thousands urged to protect their health before deadly flu virus hits
- Split up with smoking this October
- Speak up this World Mental Health Day – Wolverhampton event
- Wolverhampton supports 'Every Mind Matters', the first national NHS mental health campaign

September 2109

- NHS Wolverhampton CCG appoints a new provider to manage the local Community Dermatology Service
- Flu Fighters set to return at Wolverhampton CCG's Annual General Meeting
- Flu Fighters return for The Battle of Planet Bogey
- Wolverhampton residents urged to know their numbers to combat high blood pressure and reduce their risk
- Tettenhall Medical Practice consultation drop-in event for proposed closure of Wood Road Branch Surgery

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 October included the following:

- EU Exit and continuity of medicines supply
- GPN Champions – call for Expressions of Interest
- Thrive into Work targets in sight
- WCCG appoints new provider to manage local Community Dermatology Service
- Cervical Screening Programme Conversion to HPV Primary Screening
- Breast Cancer awareness month
- Grants available for boilers, radiators and heating systems
- Practice vacancies
- Latest news from the BCWB STP
- Training and Events

2.2.3 The future for CCGs in the Black Country and West Birmingham -Listening Exercise

At the last Governing Body there was agreement to proceed with a listening exercise to seek the views of key stakeholders in relation to the future of the Black Country and West Birmingham CCGs.

Throughout October there have been events in each CCG area to listen to staff, member practices, public representatives and other stakeholders. The events have offered an opportunity to explain the local and national context in which change is being considered. There was detail on the options that have been considered and what the case for change might be for a move towards a single CCG. There was also detail on what some of the challenges might be to a single CCG before moving on to ask people to consider the following with regard to future CCG arrangements:

- What do you value from the current CCGs?
- What would good look like to you in terms of future CCG arrangements?
- Do you have any concerns in terms of future CCG arrangements?
- How might these concerns be resolved?

- What questions would you want answered before you could make a decision?

The feedback will prove invaluable in determining what the next steps should be and to inform a decision on whether we move to a formal consultation. The themes from these sessions is currently being analysed and will be presented to the Transition Board meeting on 14 November.

2.2.4 Draft Communication and Participation Strategy

WCCG Communications and Participation Team has now refreshed its Communications and Participation Strategy to align activity to support delivery of the NHSE Long Term Plan, the development of integrated care, and the growth of primary care networks and place-based care. This draft strategy sets out Wolverhampton CCG's priorities for communications and participation activity over the coming two years.

It lists our communications and participation principles, draws on our partnership working across the Black Country and beyond, and looks at the tools, techniques and channels we will use to deliver communications and participation.

This draft has been developed with the help of commissioners, CCG staff and CCG Lay Member for PPI.

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 Phase 3 of the Harmonised Clinical Treatment Policy Project.

Between Thursday 5 September and Friday 11 October, we engaged with clinical colleagues and the public regarding Phase 3a. This harmonised approach across Wolverhampton is to facilitate consistent, evidence-based policy development for planned patient care.

During this engagement period in Phase 3 treatment policies we asked for feedback from clinical colleagues to ensure our next phase of treatment policies are as clinically robust as possible for our local patients.

Draft policies and leaflets available online <https://wolverhamptonccg.nhs.uk/contact-us/current-engagement-and-consultations/941-harmonised-clinical-treatment-policy-phase-3>

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

The consultation on the proposed closure of the branch surgery in Wood Road closed on Sunday 15 September by which time more than 1300 people had responded to the consultation survey.

A consultation report has been drafted outlining the activity undertaken during the consultation and the feedback received. On 30 October a panel of stakeholders, including HealthWatch; the practice PPG, Save Wood Road campaign group and local politicians, met to consider the report and provide assurance that it reflected what their members and constituents had been telling them.

Tettenhall Medical Practice will bring their response to the consultation to the PCCC on 5 November for the committee's consideration. The PCCC papers, including the consultation report are available on the CCG website <https://wolvesnhs.moderngov.co.uk/ielistDocuments.aspx?CId=169&MId=1337&Ver=4>

4.3 **Tell us about your experience of hospital eye services**

We are encouraging patients, carers and people who work in hospital eye services to share their experiences of hospital eye services as part of the 100 Voices campaign; a national campaign to improve ophthalmology services.

EyesWise is an NHS project that aims to save sight and improve lives. Since April 2018, work has been underway in hospital eye services across the country to streamline and speed up outpatient treatment for patients at highest risk of sight loss. The 100 Voices campaign looks to find out what it feels like to use those services.

People have until 30 November to share their experiences via this link: <https://www.engage.england.nhs.uk/survey/hospital-eye-services/consultation/subpage.2019-06-18.1141929393/>

4.4 **WCCG Medicines of Limited Clinical Value - Updated Guidance**

We are asking for people's views about a recent update of guidance published by NHS England on medicines which should not be regularly prescribed in your GP practice. The NHS is working on spending its money better. Research shows that some medicines can be replaced with other medicines that work better, are safer or cost less money.



NHS England has been working with clinical commissioners, pharmacists and other services to help the NHS spend money better, and to give patients better care. Together, they came up with a list of eight medicines and medicinal products that should not be prescribed regularly in your GP practice. For the list please go to <https://wolverhamptonccg.nhs.uk/contact-us/current-engagement-and-consultations/969-wccg-medicines-of-limited-clinical-value-updated-guidance>

Please take a few minutes to complete the survey and let us know what you think.

4.5 PPG Chairs and Citizen Forum

PPG Chair meetings are now conducted at Primary Care Network (PCN) level with variable attendance; representation from practices is wider than was previously seen at the bi-monthly city wide meeting but there is still work to do to increase attendance. CCG officers are providing support to the PCN Clinical Directors to manage and develop these meetings which are at varying stages of progress.

Discussions have taken place relating to the production of a Newsletter to inform our Citizens Forum representatives, this is now in hand. Alongside this we are also due to review and ratify their current contact details.

The CCG AGM in September was well attended by patient representatives, a number of which had questions for the Executive Team.

5 LAY MEMBER MEETINGS – attended:

- 5.1 Primary Care Commissioning Committees (Public and Private)
 - CCG Governing Body
 - CCG Governing Body Development
 - Strategic communications
 - 1:1 meetings with CCG Officers
 - 1:1 meeting with Patient representative
 - Engagement Cycle
 - Black Country Non-Executive Directors (NED) meetings Dudley and Walsall
 - SAS Appeals
 - Wolverhampton Total Health PPG Chairs PCN Meeting
 - Wolverhampton North Network PPG Chairs PCN meeting
 - Unity PPG Chairs PCN 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: 30 October 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 | 30 October 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 October 2019 |