

WOLVERHAMPTON CCG

Governing Body – 13 September 2016

Agenda item 16

Title of Report:	Communication and Participation update
Report of:	Pat Roberts – Lay member for PPI
Contact:	Pat Roberts and Helen Cook, Communications & Engagement Manager
Communication and Participation Team Action Required:	<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Assurance
Purpose of Report:	<p>This report updates the Governing Body on the key communications and participation activities in July and August June 2016.</p> <p>The key points to note from the report are:</p> <p>2.3.1 Commissioning Intentions</p> <p>2.3.2 Pond Lane pre-engagement and consultation</p> <p>2.4.2 Quality Standard for Patient insight</p>
Public or Private:	This report is intended for the public domain
Relevance to CCG Priority:	
Relevance to Board Assurance Framework (BAF):	1,2,2a,4
<ul style="list-style-type: none"> • Domain 1: A Well Led Organisation 	<ul style="list-style-type: none"> • Involves and actively engages patients and the public • Works in partnership with others
<ul style="list-style-type: none"> • Domain 2a: Performance – delivery of commitments and improved outcomes 	<ul style="list-style-type: none"> • Delivering key mandate requirements and NHS Constitution standards
<ul style="list-style-type: none"> • Domain 2b: Quality 	<ul style="list-style-type: none"> • Improve quality and ensure better outcomes for patients
<ul style="list-style-type: none"> • Domain 4: Planning (Long Term and Short Term) 	<ul style="list-style-type: none"> • Assurance that CCG plans will be a continuous process, covering not only annual operational plans but the 5 Year Forward View and longer term strategic plans including the Better Care Fund.

1. BACKGROUND AND CURRENT SITUATION

- To update the Governing Body on the key activities which have taken place in July and August, to provide assurance that the Communication and Participation Strategy of the CCG is working satisfactorily.



2. MAIN BODY OF REPORT

Communication – key updates

2.1.1 Annual General Meeting 2016

The Annual General Meeting was held on Thursday 21 July at Molineux Stadium. This was a successful event with over 80 attendees, including members of public, patients, staff, members of the press and stakeholders. The attendees were provided with an update on the developments and changes over the past year, as well as the plans for the future, with the CCG formally announcing their Outstanding NHSE rating at the event. 96% of those who attended said that they found it a useful meeting. The AGM also included some light entertainment including dancing from a local school and an interactive drumming session.

2.1.2 Sustainability Transformation Plans (STP)

Work has begun across the Black Country area to formulate a STP. Alongside this, we are working with our communication and engagement partners in the Black Country from Acute Trusts, Local Authorities and other CCGs to develop a long term Communications and Engagement strategy to aid delivery of the local STP.

2.1.3 Seven Day Hospital Services

Working jointly with our colleagues at Royal Wolverhampton Trust (RWT) and NHS England we are developing communications and engagement around the seven day hospital services, with which RWT is an early implementer site.

Communication and Participation framework

2.2.1 GP Bulletin

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

2.2.2 Practice Nurse Bulletin

The seventh edition of the Practice Nurse bulletin went out in August. Topics included: training courses on Domestic Abuse, Care Certificate and FGM, information about the new three digit emergency line for electricity and various newsletters and News from NHS England.

2.2.3 Practice Managers Forum

The July meeting discussed varied topics including:

- Risk stratification updates and training
- Community Matron presentation on their role with practices
- Relate McMillan counselling service presentation
- Urgent care centre and use of NHS111 services for practice overflow
- TWIRL project, reminder and update of first meeting
- PCSE problems, updates and Feedback to take to the managers
- Accessible Information Standard offer of support to manage this workload and sharing of policy
- Patient Online Services offer of support to help reach targets
- Information with regards to Primary Care Support, new teams within the CCG.
- Update of discussions from the CCG Members meeting

2.2.4 Joint Engagement Assurance Group

The Joint Engagement Assurance Group (JEAG) took place in July. Input and reports were made from all stakeholders and discussion held on service waiting times in some areas. Healthwatch are concentrating on GP access solutions and RWT are working to change the



culture around complaints. The CCG contribution was around commissioning intentions and quality.

2.2.5 Members Meeting

A Members Meeting took place on Wednesday 20 July. The topics discussed were the New Models of Care and the direction of travel for the Member Practices. This included an update by the leads on the Primary Care Home and Vertical Integration projects.

Patient, Public and stakeholders views

Patient, carers, committee members and stakeholders are all involved in the engagement framework, the commissioning cycle, committees and consultation work of the CCG.

2.3.1 Commissioning Intentions

Programme Boards have been analysing and prioritising feedback from the public engagement events in July Commissioning Intentions for inclusion into commissioning intentions 2017/18. A full report has been compiled covering the events and submitted to the programme boards in August for final action.

2.3.2 Pond Lane pre-engagement and consultation

We held two events for pre engagement during May, open to service users and their carers who have accessed the inpatient beds for Learning Disability Services in the last 18 months. We also engaged with staff and stakeholders (including Healthwatch) to gather their views about the proposal to possibly move the beds to Walsall, Dudley and Sandwell.

The consultation ran from 4 July to 22 August 2016. We held a public drop in event in July and also an event for patients, carers and their families in August. We produced and disseminated a consultation document and also an easy read version of the document for service users.

Work has begun on the consultation report which will go to both Wolverhampton CCG and Wolverhampton Health Scrutiny in late 2016.

Lay member's report of key meetings

2.4.1 The Lay Member is meeting monthly with the Interim Chair of Healthwatch Wolverhampton and the Patient Engagement lead at RWT, these meetings are leading to triangulation of patient issues and ways of working together.

2.4.2 The Lay Member attended the launch in August of the Pilot by NHSE and Healthwatch Birmingham of a Quality Standard and CCG assessment – using Patient and Public insight, Experience and Involvement to reduce health inequality and drive improvement. This requires self- assessment and is being undertaken by 14 CCG's locally and is to be submitted by 3 October 2016. It is being linked to the Assurance Framework and involves a strategic approach by the whole CCG organisation.

The guidance can be found here:

http://www.wmscnsenate.nhs.uk/files/2614/7125/0585/QS_Guidance_Document_v2.pdf



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.

4. RISKS AND IMPLICATIONS

None to note

5. RECOMMENDATIONS

- **Receive** and **discuss** this report.
- **Note** the action being taken.

Name – Pat Roberts

Job Title - Lay member for PPI

Date: 28 August 2016

RELEVANT BACKGROUND PAPERS

(NHS Act 2006 (Section 242) – consultation and engagement

NHS Constitution 2016 – patients' rights to be involved

NHS Five year Forward View (Including national/CCG policies and frameworks)



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 and Practice View		
Public / Patient View	Public events for both CI and Pond Lane consultation	July - August 2016
Finance Implications discussed with Finance Team		
Quality Implications discussed with Quality and Risk Team	N/A	
Medicines Management Implications discussed with Medicines Management 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	
Signed off by Report Owner (must be completed)	Pat Roberts	28 th August 2016

