

WOLVERHAMPTON CCG

Governing Body – 11 October 2016

Agenda item 15

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 style="text-align: center;">2.1.1 Patient Transport Services (PTS)</p> <p style="text-align: center;">2.1.2 Stay Well this Winter</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 September, 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 Patient Transport Services (PTS)

Work has begun with Dudley CCG and WMAS to prepare public facing and staff/member communications about the change of provider for PTS in early October.

2.1.2 Stay Well this Winter

Planning is well underway for a joint winter campaign this year with both Wolverhampton Public Health Department and Royal Wolverhampton NHS Trust. The first few months will be aimed at flu vaccination uptake and, from November onwards, the campaign will mirror the national stay well campaign until end of March 2016, particularly targeted to pregnant women, children under 5 and those with long term conditions.

2.1.3 Seven Day Hospital Services

Working with our colleagues at Royal Wolverhampton Trust (RWT) and NHS England we have developed a joint communications and engagement plan around the seven day hospital services, with which RWT is an early implementer site. Work around informing members has begun with attendance at the Team W and preparation for an event in October.

2.1.4 Policies of Limited Clinical Value (POLCV)

Planning has begun to disseminate information about POLCV to local groups and stakeholders. This will take place in October, November and early December 2016.

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 eighth edition of the Practice Nurse bulletin went out in September. Topics included: Redesign of current wound care services, MASH update, NHS111 update, training opportunities such as Infection Prevention and Changing roles of social workers, and News from NHS England.

2.2.3 Practice Managers Forum

The August meeting discussed varied topics including:

- Health visiting consultation
- Primary Care Support Teams
- Primary Care Team Introductions from CCG
- Concordia – Community Dermatology updates
- First Practice Management – Staff/Practice Training
- Risk Stratification
- Community Matrons
- Telephony systems upgrades
- IT Solutions for practices



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

Planning for next year's round of Commissioning Intentions has begun.

• LAY MEMBER MEETINGS

- 3.1 The Lay Member met with the Vocare representative for the Urgent Care Centre together with a Healthwatch Representative to discuss a specification KPI for a patient survey at the UCC, a draft is being prepared and will be piloted with 150 patients, evaluated and implemented.

4. 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.

5. RISKS AND IMPLICATIONS

None to note

6. RECOMMENDATIONS

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

Name – Pat Roberts

Job Title - Lay member for PPI

Date: 29 September 2016

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)



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	PPG and Citizens Forum	September 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	29 th September 2016

