

WOLVERHAMPTON CCG

Governing Body –13 December 2016

Agenda item 19

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 November 2016.</p> <p>The key points to note from the report are:</p> <p>2.1.1 Sustainability Transformation Plans (STP) – Better Health and Care – official launch of plan</p> <p>2.1.2 Stay Well this Winter campaign</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 November, 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 Sustainability Transformation Plans (STP) – Better Health and Care

Work across the Black Country area to finalise our STP was completed, with the final plan launched 21 November with our colleagues from across the Black Country. For the full plan, the easy read version and FAQs please visit <https://wolverhamptonccg.nhs.uk/your-health-services/better-health-and-care>.

An event is planned for the public on the 6 December, the first in a series of engagement events across the Black Country for the public. Planning for the event is well underway as well as future public engagement events over the coming months spread across the whole of the Black Country area.

2.1.2 Stay Well this Winter– official campaign

The [2016/17 Stay Well This Winter campaign](#), jointly led by NHS England and PHE, was formally launched throughout England with a national TV, radio, print and online advertising campaign. The campaign aims to keep vulnerable people well through winter and reduce pressures on the NHS. The first phase of the campaign is being led by Public Health England and focusses on promoting free flu vaccinations for children aged 2-7, people over 65, those with a long-term health conditions - such as diabetes, stroke and heart disease – and pregnant women. Local campaigns are already under way and Stay Well

From 7 November the campaign moved into the winter phase. This part of the campaign will prepare the vulnerable for winter by giving advice on how to ward off common illnesses. It will urge those at risk to keep warm, get help from your pharmacist if you feel unwell and stock up on prescription medicines before pharmacies close for Christmas.

Locally, planning has been finalised for a joint winter campaign, 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.

Click the links to see local patients and a Practice Nurse having their flu jabs.

<https://wolverhamptonccg.nhs.uk/your-health-services/stay-well-this-winter/flu-vaccination>

<https://wolverhamptonccg.nhs.uk/your-health-services/stay-well-this-winter> - the CCG Stay Well webpages which will be updated with new information.

Posters and leaflets have been directly delivered to GP practices across the city and planning is underway to hold some public events to share the stay well and keep warm messages across the city.

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 latest edition of the Practice Nurse bulletin went out in mid November. Topics included: World Antibiotic Awareness Week, IT satisfaction survey, ORANGE Wolverhampton, Be Clear On Cancer campaign, offers for training: Trainee Nursing Associates, lunch and learn at Compton Hospice and information on the RCN new credentialing programme.

2.2.3 **Practice Managers Forum**

The November meeting discussed varied topics including:

- School Nursing Programme
- Member Practices featuring in the media
- Health Navigator Systems

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 via the Commissioning cycle has begun and it has been decided to have more interactive public engagement in the form of a week's events in week beginning 15th May 2017.

2.3.2 **PPG and Citizens Forum**

The November meeting is being informed of the Black Country STP prior to the launch meeting on 6th December and the CCG End of Life Strategy.

2.3.3 **Volunteers Policy**

A new policy for all CCG patient volunteers has been created and is being presented to the Quality and Risk Committee and will come to the Governing Body for ratification

3. LAY MEMBER MEETINGS

3.1.1 The Lay Member met with the Healthwatch Interim Chair, the new chair of Healthwatch and a Patient Engagement representative for RWT and discussed patient issues.

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 November 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	29 November 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 November 2016

