

WOLVERHAMPTON CCG

Governing Body – 14 February 2017

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 December 2016 and January 2017.</p> <p>The key points to note from the report are:</p> <p>2.1.1 Sustainability Transformation Plans (STP) – Better Health and Care – public event</p> <p>2.1.2 Stay Well this Winter– Stay Well bus and advan</p> <p>2.1.3 Patient online</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 December 2016 and January 2017, 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 – Public event

The public event on 6 December was well attended by over 200 members of the public and stakeholders. Attendees heard from local STP workstream leads, and also from Healthwatch about the plans so far. There was also an opportunity to hear in more depth about an individual workstream via attendance at a workshop. Views heard at these workshops will help to shape future work within each workstream.

Planning has now begun within each workstream to look at communications and engagement for the forthcoming months across the Black Country area.

For the full plan, the easy read version and FAQs please visit
<https://wolverhamptonccg.nhs.uk/your-health-services/better-health-and-care>.

2.1.2 Stay Well this Winter– official campaign

The [2016/17 Stay Well This Winter campaign](#), jointly led by NHS England and PHE, is running 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.

During January, people are being invited to hop on board the **Stay Well in Wolverhampton Bus** and get some top tips to improve their health and wellbeing and how to keep well this winter. Free health checks, diabetes information and details about the Affordable Warmth Grant from Public Health Wolverhampton were all available when the bus visited Molineux Asda on Saturday 28 January, 10am-4pm.

The bus will also be in the city in the following dates in February:

- Queen Square, Wolverhampton, Friday 3 February, 10am-4pm
- Co-operative, Kempthorne Avenue, Bushbury, Saturday 4 February, 10am-12.30pm
- Sainsbury's, Wolverhampton, Saturday 4 February, 1pm-4pm
- Aldi, Goldthorn Hill, Saturday 11 February, 9am-11am
- Waitrose, Wolverhampton, Saturday 11 February, 11.30am-1.30pm
- Brodie Close, off Dudley Road, Blakenhall, Saturday 11 February, 2pm-4pm.

On 27 and 28 January an Advan also travelled around the city advertising the Stay Well in Wolverhampton message. It will also be circulating around the city on 9 and 10 February.

Locally, our joint winter 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.

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

2.1.3 Patient online

During December we assisted seven GP practices across the city to encourage sign up to the practice patient online services. During January we assisted six GP practices across the city to encourage sign up to the practice patient online services.



Staff worked with GP staff to highlight the benefits to signing up to patient online to patients attending their surgery, and facilitated completion of the paperwork to start the process to use individual surgery online services.

There will be on-going work to encourage patients to sign up to their surgery's online services in the coming months.

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 2016 Practice Nurse bulletin went out in mid December. Topics included: reminder for Nurse Revalidation, successful Trainee Nursing Associates, information about the launch of the End of Life Strategy, latest infection prevention and control measures to be aware of in practices, Patient Online, community Safety Strategy and SEND local area inspection.

The January 2017 Practice Nurse Bulletin contained information about additional dates for Workshop to Raise Awareness of Prevent training, a presentation on Serious Incidents, information about pressure injuries, Wolverhampton Diabetes Club and consultation on CQC Next Phase Regulation as well as training opportunities from Sage and Thyme Foundation and about New Psychoactive Substances

2.2.3 Practice Managers Forum

There was no meeting held in December.

At the January meeting, Practice Managers heard about Telecare and the benefits of Patient Online and CCG support available to help to sign patients up.

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 three day events in the week 15 May 2017.

2.3.2 PPG and Citizens Forum

The meeting held on 12 January 2017 included feedback from PPG's on their involvement or not in Practices informing them on which Models of Care they are opting for, Commissioning small grants and contracts for mental health groups. Information was given from the CCG on Children and Young Persons Mental Health progress and the Community Equipment review. There was also a update from Healthwatch.

• LAY MEMBER MEETINGS

3.1.1 None in the month of December 2016 or January 2017.



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: 31 January 2017

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	12 January 2017
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	31 January 2017

