

## WOLVERHAMPTON CCG

**Governing Body – 14 March 2017**

**Agenda item 20**

<b>Title of Report:</b>	<b>Communication and Participation update</b>
<b>Report of:</b>	Pat Roberts – Lay member for PPI
<b>Contact:</b>	Pat Roberts and Helen Cook, Communications & Engagement Manager
<b>Communication and Participation Team Action Required:</b>	<input type="checkbox"/> <b>Decision</b> <input checked="" type="checkbox"/> <b>Assurance</b>
<b>Purpose of Report:</b>	<p>This report updates the Governing Body on the key communications and participation activities in February 2017.</p> <p>The key points to note from the report are:</p> <p><b>2.1.1 Stay Well this Winter– Stay Well bus, advance and outreach</b></p> <p><b>2.1.2 Patient online</b></p> <p><b>2.3.1 Patient Engagement Assurance</b></p>
<b>Public or Private:</b>	This report is intended for the public domain
<b>Relevance to CCG Priority:</b>	
<b>Relevance to Board Assurance Framework (BAF):</b>	1,2,2a,4
<ul style="list-style-type: none"> <li>• <b>Domain 1:</b> A Well Led Organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Involves and actively engages patients and the public</li> <li>• Works in partnership with others</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Domain 2a:</b> Performance – delivery of commitments and improved outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Delivering key mandate requirements and NHS Constitution standards</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Domain 2b:</b> Quality</li> </ul>	<ul style="list-style-type: none"> <li>• Improve quality and ensure better outcomes for patients</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Domain 4:</b> Planning (Long Term and Short Term)</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

### 1. BACKGROUND AND CURRENT SITUATION

- To update the Governing Body on the key activities which have taken place in February 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 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 February, people were 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

- Queen Square, Wolverhampton, Friday 3 February
- Co-operative, Kempthorne Avenue, Bushbury, Saturday 4 February
- Sainsbury's, Wolverhampton, Saturday 4 February
- Aldi, Goldthorn Hill, Saturday 11 February
- Waitrose, Wolverhampton, Saturday 11 February
- Brodie Close, off Dudley Road, Blakenhall, Saturday 11 February

On average we were able to have a conversation about Staying Well in Wolverhampton with between 150-200 people per day.

On 9 and 10 February an Advan travelled around the city advertising the Stay Well in Wolverhampton message.

We have also done some more targeting outreach events during February, particularly with community groups such as African Caribbean Community Initiative, Refugee and Migrant Centre, Patient and Participation Groups along with others. These outreach events will continue in March 2017.

Locally, our joint winter campaign will mirror the national stay well campaign until end of March 2017, 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.

#### 2.1.2 Patient online

During February we assisted eighteen GP practices across the city to encourage sign up to the practice patient online services. We will continue this work into March 2017.

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 with patients 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. 39 practices had under 12% of patients signed up to online services when we started the campaign in 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 latest edition of 2017 Practice Nurse Bulletin went out in mid February. Topics included: Vaccine Update Newsletter update, training on Maximising Supply Through Education Workshops and information on new legislation for mandatory reporting of FGM.

### **2.2.3 Practice Managers Forum**

- Presentation from the Telecare service to promote in practice and to patients
- Patient online support to reach targets from WCCG
- Digital Clinical Champion for the Patient Online team and a practicing GP – Ideas for raising awareness and explaining to patients the benefits
- Electronic Repeat Dispensing - Implementation in practices
- Primary Care QA Coordinator WCCG – Serious Incidents and Complaints (Incidents, NICE, Risk, Complaints) Using DATIX in your practice
- Connect Health – Introduction of the new MSK Community Service in April
- EGTON Digital - Intradoc 247 System – sharing communication solutions

**Distributed:** posters for Alcohol for putting up in practices; New MECS/PEARS posters; booklets for GP referrals into Nuffield; Training opportunities for GP's and Nurses.

**Discussed** safer sharps and sharing of ordering codes via PCSE, new Infection Control audits via CCG starting this year and full delegation.

#### **Planned training:**

- Violent patient scheme
- Promoting the bowel screening services to your patients

## **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 Patient Engagement Assurance**

NHSE and Healthwatch Birmingham created a new assurance framework for PPI and WCCG completed and submitted the matrix provided including evidence of our participation, engagement framework, quality and communication work. The CCG has been informed that WCCG is being held as an exemplar in the West Midlands for PPI.

### **2.3.2 Commissioning Intentions**

Planning for next 2017 Engagement Commissioning Cycle public event is now fixed as May 17 – 19 inclusive and the event bus will be sited in many local areas throughout this period.

### **2.3.3 PPG and Citizens Forum**

The next PPG will be held on 21 March, which will include an update on Primary Care and Models of Care, the STP and patient stories request.



### **3. LAY MEMBER MEETINGS**

3.1.1 Meeting with Healthwatch and Engagement leads for RWT and BCPFT, this was a very useful joint meeting, which discussed the issues of patient engagement in all facilities and included an update from each agency on what might impact on patient engagement, an example is the RWT proposal to create a new patient council in May, and disband their patient forum. This will become a more formal arrangement of patient and public recruitment to the council representing the whole community and reporting to the Trust Board

### **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: 28 February 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.

	<b>Details/ Name</b>	<b>Date</b>
Clinical and Practice View		
Public / Patient View		
Finance Implications discussed with Finance Team		
Quality Implications discussed with Quality and Risk Team	<b>N/A</b>	
Medicines Management Implications discussed with Medicines Management team	<b>N/A</b>	
Equality Implications discussed with CSU Equality and Inclusion Service	<b>N/A</b>	
Information Governance implications discussed with IG Support Officer	<b>N/A</b>	
Legal/ Policy implications discussed with Corporate Operations Manager	<b>N/A</b>	
<b>Signed off by Report Owner (must be completed)</b>	Pat Roberts	28 February 2017

