

WOLVERHAMPTON CCG

Governing Body
23 May 2017

TITLE OF REPORT:	Communication and Participation update
AUTHOR(s) OF REPORT:	Pat Roberts, Lay member for PPI Helen Cook, Communications, Marketing & Engagement Manager
MANAGEMENT LEAD:	Pat Roberts – Lay member for PPI
PURPOSE OF REPORT:	This report updates the Governing Body on the key communications and participation activities in April 2017.
ACTION REQUIRED:	<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Assurance
PUBLIC OR PRIVATE:	This report is intended for the public domain
KEY POINTS:	<p>The key points to note from the report are:</p> <p>4.1.1 Change of planning dates for 17/18 – Commissioning Intentions engagement</p>
RECOMMENDATION:	<ul style="list-style-type: none"> • Receive and discuss this report. • Note the action being taken.
LINK TO BOARD ASSURANCE FRAMEWORK AIMS & OBJECTIVES:	
1. Improving the quality and safety of the services we commission	<ul style="list-style-type: none"> • Involves and actively engages patients and the public. Uses the Engagement Cycle. – Commissioning Intentions. • Works in partnership with others.
2. Reducing Health Inequalities in Wolverhampton	<ul style="list-style-type: none"> • Involves and actively engages patients and the public. Uses the Engagement Cycle. – Commissioning Intentions. • Works in partnership with others. • Delivering key mandate requirements and NHS Constitution standards.
3. System effectiveness delivered within our financial envelope	<ul style="list-style-type: none"> • Providing assurance that we are delivering our core purpose of commissioning high quality health and care for our patients that meet the duties of the NHS Constitution, the Mandate to the NHS and the CCG Improvement and Assessment Framework.



1. BACKGROUND AND CURRENT SITUATION

- 1.1. To update the Governing Body on the key activities which have taken place in April 2017, to provide assurance that the Communication and Participation Strategy of the CCG is being delivered effectively.

2. KEY UPDATES

2.1. Communication

2.1.1 Stay Well this Winter– official campaign

The campaign has now finished. A report will be finalised and submitted to the A&E Delivery Board in the next few months.

Planning has already begun for the campaign this coming winter. This will start in October with Flu.

2.1.2 General Election – 8 June 2017

Due to the announcement of the General Election 2017 on 8 June, communications outwards from the CCG and activity with the press has been limited and will continue until the period of purdah is closed.

2.2. Communication & Engagement with members and stakeholders

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 Practice Nurse Bulletin went out in mid April. Topics included: changes to the Pharmacy First Scheme, Primary Care Workforce survey, Primary Care Workforce Fayre, International Nurses Day, and briefings and news from Public Health and NHSE.

2.2.3 Practice Managers Forum

The April PM Forum didn't meet physically, but conversation and planned sessions covered the following topics:

- Care navigation
- WIN
- Social Prescribing
- MECS update

2.2.4 Annual Report

The first submission of the Annual Report to NHSE was submitted on time on 21 April.

We will update and amend as required by NHSE, ready for sign off by the CCG Governing Body in May 2017.



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. PATIENT AND PUBLIC VIEWS

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

Reports following consultations and public engagement are made available online on the CCG website. 'You said – we did' information is also available online following the outcome of the annual Commissioning Intentions events and decision by the Governing Body.

4.1 Commissioning Intentions

4.1.1 Change of planning dates for 17/18

Planning for next 2017 Engagement Commissioning Cycle continues with the public event, the dates have had to be changed to allow for the General Election Purdah period and is now fixed as 14 – 16 June inclusive. The event bus will be sited in many local areas throughout this period.

4.2 TWIRL

The Lay member visited the weekly Twirl Project for patients with respiratory problems such as COPD, and found a very enthusiastic crowd of 40 people who were really enjoying socialising thus allaying their fear of isolation, and increasing their knowledge of their illness from the healthcare professionals present.

4.3 Patient Groups

The next PPG/CF meeting will be held on 16 May.

4.4 Joint Engagement Assurance Group (JEAG)

The group are looking to improve attendance from some of the stakeholders to ensure we are effectively collating feedback on patient issues and co-producing work streams wherever possible. Issues discussed were mental health patients and 'You said We did' now published on the CCG website.

5. KEY RISKS AND MITIGATIONS

N/A



6. IMPACT ASSESSMENT

Financial and Resource Implications

6.1. None known

Quality and Safety Implications

6.2. Any patient stories (soft intelligence) received are passed onto Quality & Safety team for use in improvements to quality of services.

Equality Implications

6.3. Any engagement or consultations undertaken have all equality and inclusion issues considered fully.

Legal and Policy Implications

6.4. N/A

Other Implications

6.5. N/A

Name: Pat Roberts

Job Title: Lay member for PPI

Date: 9 May 2017

ATTACHED:

none

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)

NHS The General Practice Forward View (GP Forward View), April 2016



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 View	n/a	
Public/ Patient View	n/a	
Finance Implications discussed with Finance Team	n/a	
Quality Implications discussed with Quality and Risk 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	
Other Implications (Medicines management, estates, HR, IM&T etc.)	n/a	
Any relevant data requirements discussed with CSU Business Intelligence	n/a	
Signed off by Report Owner (Must be completed)	Pat Roberts	9 May 2017

