

**WOLVERHAMPTON CCG**

**Governing Body**  
**11 July 2017**

**Agenda item 17**

<b>TITLE OF REPORT:</b>	<b>Communication and Participation update</b>
<b>AUTHOR(s) OF REPORT:</b>	Pat Roberts, Lay member for PPI Helen Cook, Communications, Marketing & Engagement Manager
<b>MANAGEMENT LEAD:</b>	Pat Roberts – Lay member for PPI
<b>PURPOSE OF REPORT:</b>	This report updates the Governing Body on the key communications and participation activities in May and June 2017.
<b>ACTION REQUIRED:</b>	<input type="checkbox"/> <b>Decision</b> <input checked="" type="checkbox"/> <b>Assurance</b>
<b>PUBLIC OR PRIVATE:</b>	This report is intended for the <b>public</b> domain
<b>KEY POINTS:</b>	<p>The key points to note from the report are:</p> <p><b>3. PPG chairs meeting leads from New Models of Care</b>  <b>4.1 Commissioning Intentions engagement</b></p>
<b>RECOMMENDATION:</b>	<ul style="list-style-type: none"> <li>• <b>Receive</b> and <b>discuss</b> this report</li> <li>• <b>Note</b> the action being taken</li> </ul>
<b>LINK TO BOARD ASSURANCE FRAMEWORK AIMS &amp; OBJECTIVES:</b>	
1. Improving the quality and safety of the services we commission	<ul style="list-style-type: none"> <li>• Involves and actively engages patients and the public. Uses the Engagement Cycle. – Commissioning Intentions.</li> <li>• Works in partnership with others.</li> </ul>
2. Reducing Health Inequalities in Wolverhampton	<ul style="list-style-type: none"> <li>• Involves and actively engages patients and the public. Uses the Engagement Cycle. – Commissioning Intentions.</li> <li>• Works in partnership with others.</li> <li>• Delivering key mandate requirements and NHS Constitution standards.</li> </ul>
3. System effectiveness delivered within our financial envelope	<ul style="list-style-type: none"> <li>• 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.</li> </ul>



## 1. BACKGROUND AND CURRENT SITUATION

- 1.1. To update the Governing Body on the key activities which have taken place in May and June 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 General Election – 8 June 2017

Due to 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.

#### 2.1.2 Press Releases

Press Releases since the last meeting have included; promotion for the Commissioning Intentions engagement events, Bank Holiday Extended GP opening and pharmacy opening hours and advice following the cyber attack.

### 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 May. Topics included: Docman EDT Hub information, Primary Care Workforce Fayre, Post Reg nurse training, health channel on WIN, smoking in pregnancy pilot and a safeguarding app.

#### 2.2.3 Practice Managers Forum

The PM Forum planned sessions covered the following topics:

- Wolverhampton Information Network (WIN) – health section
- PCSE (Primary Care Support England) updates and news
- Social Prescribing
- Carers support update and presentation
- Patient Choice presentation
- Care Navigating training
- Compton Hospice Compassionate Communities & Partnership Development

#### 2.2.4 Annual Report

The Annual Report was signed off by the Governing Body and Auditors in late May and was published on the website on 12 June.

We are now in the process of preparing an Annual Report Summary ready for the AGM in July.



### 2.2.5 Annual Report Summary

We have begun work on the content of the Annual Report Summary. This will be printed and available at the CCG Annual General Meeting.

### 2.2.6 Annual General Meeting

We have begun planning for the AGM and sent out the invitations. The AGM will be held on Wednesday 26 July 2017, starting at 2pm in The Hayward Suite, Molineux Stadium. WV1 4QR. All are welcome to attend.

## 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. GP leads for the new models of care have been meeting with their network PPG Chairs to allow information on the new models, and provide an opportunity for the Chairs to ask questions. All the new groupings have decided to meet on a regular quarterly basis.

## 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

The 2017 Engagement Commissioning Cycle events were held on June 14/15/16. The sun shined down on us and it was a success as we were able to have conversations with over 300 people at four venues across the city. We used a double decker bus to attract the public and offered free health checks and information on Patient Choice too. Staff from all departments of the CCG helped with the public engagement.

The information from the conversations will be used to inform Commissioners about public views on health care services across the city.



### 4.2 Patient Groups

The Patient Participation Group/Citizen Forum meeting was held on 16 May. The Chairs informed the meeting about the issues they experience, some are still experiencing new member recruitment problems and we are trying to assist with this and will be helping with ideas for the set - up of Virtual groups in the future. Andrea Smith gave an update on BCF and Nick Carey an overview of the Wolverhampton Information network (WIN). Sarah Southall updated the group on Primary Care and answered questions from the floor.



- 4.3 **Health and Wellbeing cancer event**  
This well attended event in June was planned by Macmillan and Lesley Fellows for the CCG. It had a very varied agenda on diet, exercise and survivorship, and was well received. There will be a follow up event in October.
- 4.4 **CCG Falls Prevention Event**  
This workshop was held in June. The event is looking for information from the public about what they need to prevent falls.

## 5. KEY RISKS AND MITIGATIONS

N/A

## 6. IMPACT ASSESSMENT

- 6.1. **Financial and Resource Implications** - None known
- 6.2. **Quality and Safety Implications** - Any patient stories (soft intelligence) received are passed onto Quality & Safety team for use in improvements to quality of services.
- 6.3. **Equality Implications** - Any engagement or consultations undertaken have all equality and inclusion issues considered fully.
- 6.4. **Legal and Policy Implications** - N/A
- 6.5. **Other Implications** - N/A

**Name: Pat Roberts**  
**Job Title: Lay member for PPI**  
**Date: 26 June 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  
NHS Patient and Public Participation in Commissioning health and social care.2017. PG Ref 06663



## 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 View	<b>New Model of care Leads.</b>	<b>May/June</b>
Public/ Patient View	<b>CF/PPG chairs</b>	<b>May/June</b>
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	
<b>Signed off by Report Owner (Must be completed)</b>	<b>Pat Roberts</b>	<b>27 June 2017</b>

