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Date	Friday, 9 June 2017
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Title of paper	Q4 (16-17) PPE Report
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Presenter	Zereen Rahman-Jennings				
Author	Zereen Rahman-Jennings				
Responsible Director	Tessa Sandall				
Clinical Lead					
Confidential	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so

The Board is asked to:
Note and approve

Summary of purpose and scope of report
<p>This report is part of a series of quarterly reports for Ealing CCG’s Patient and Public Engagement (PPE) and Quality and Safety (Q&S) Committees outlining progress on how the collective and individual participatory duty is being implemented by our CCG. The purpose of this report is to:</p> <ul style="list-style-type: none"> • provide an updated assurance and to inform the Governing body about our PPE activities • highlight specific issues raised, proposals to note, discuss, endorse and approve • flag up operational and implementation queries in order to engage between meetings and to support the delivery of our PPE Strategy <p>Q4 PPE report includes updates on:</p> <ul style="list-style-type: none"> • engagement activities to support Implementation of the Business Case (IMBC) plan and hubs development • plans to improve the experience of patients with Learning Disabilities following the Big Health Check (December 2016) • further engagement in Southall to support choosing the location of the GP Out of Hours service (known as a GP Access Centre) • engagement with the Older People’s Consultative Forum • NHS England training for Patient and Public Voice representatives • engagement to support the transition from FR Walk-in Centre to GP Access Centre



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- an engagement activities to develop the Children’ Health Guide for parents
- a development of information material and patient survey for the Out of Hospital Services across North West London (NWL)
- communication and engagement activities to increase an uptake of Patient Online
- an engagement with PPGs and wider patients’ groups

Quality & Safety/ Patient Engagement/ Impact on patient services:

Outline the impact on patient services

This report has been reviewed and approved by the PPE Committee on 25 May 2017. It will be submitted to the Quality & Safety Committee. The PPE activities outlined in this report either already has or will have an impact on service design and delivery. They support and promote the delivery of high quality services and positive patient experience.

Finance, resources and QIPP

- Finance – the Committee should consider resources allocated to support PPE activities
- Staffing – the Committee should consider the ECCG staffing level in order to provide operational support of our engagement activities, including development of PPG network and delivery of our PPE Strategy
- Estates – the Governing body should consider the availability of suitable space to be able to establish and run successfully a new ECCG Patient Engagement Reference Group/Forum and also engagement events
- How PPE activities will meet QIPP requirements? The PPE activities will continue to support the self-care and Self-management Strategy. The ultimate aim is to reduce unplanned hospital admissions and address health inequalities.

Equality / Human Rights / Privacy impact analysis:

Risk	Mitigating actions
<p>Contents of this report relate to - Objective 1: Enabling people to take more control of their health and wellbeing in the Board Assurance Framework, support our endeavor to understand patient and carer perspective and successfully empower patients to change behaviours through the self-care and Self-Management Strategy.</p>	<p>Active and on-going engagement with patients and cares using different PPE tools and methodologies. This will include on-line information portals, information sessions and community events. The Voluntary Sector organisations and our PPGs will support our plans to empower and inform patients. This will support self-care, promote self-management, help to identify</p>



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appropriate community based health services.

Supporting documents: Review of IBMC engagement Survey (Appendix 1)
Public Survey results (Appendix 2)
Children's Healthcare Guide (Appendix 3)

Governance and reporting		
Committee name	Date discussed	Outcome
ECCG PPE Committee	25 May 2017	Approved



Q4 2016-17 - Patient and Public Engagement Report

Report for: Patient and Public Engagement and Quality and Safety Committees

1. Background and purpose of report

This report is part of a series of quarterly reports for Ealing CCG's Patient and Public Engagement (PPE) and Quality and Safety (Q&S) Committee. It outlines progress on how the collective and individual participatory duty is being implemented by our CCG.

The purpose of this report is to:

- provide an update assurance and to inform the Governing body about our PPE activities.
- highlight specific issues raised, the proposals to note, discuss, endorse and approve.
- flag up operational and implementation queries in order to engage between meetings and to support the delivery of our PPE Strategy.

2. Engagement and communication

This report mainly covers PPE activities in quarter four (Q4) (January 2017 to March 2017). It also includes an update, and information relating to future plans. During this period our lay members, patients and service user representatives continued to be involved in project steering groups, boards and implementation groups. Our CCG staff continued to support our PPE activities.

3. Hub Development and IMBC Engagement

The North West London (NWL) Strategy and Transformation (S&T) Communication and Engagement Group developed a draft Engagement Plan. A new Working group has been established and they have drafted an online survey. This was to help their plans to understand the views of residents in Ealing and across North West London (NWL) on a range of initiatives outlined in the Implementation Business Case (IMBC). The Working group's membership includes patient representatives, Healthwatch Ealing, key ECG staff and acute NHS Trusts. They meet regularly to plan and review the activities and material being developed to support engagement. In January 2017, the survey was completed by patients in GP practices' waiting areas in Ealing, and also wider NWL locations. Patients were asked to provide the feedback on specific services e.g. Out of Hospital Services, Hubs etc. They were also asked about the type of information they would find useful and methodologies we should use to keep patients, carers and the wider public informed of changes and new developments. Please see below reports attached (Appendix 1 and Appendix 2)



4. Sustainability & Transformation Plan (STP) Engagement

Ealing CCG Ward Forum attendance January to March 2017

As part of our local STP engagement, Ealing CCG offered to attend Ealing Council Ward Forums to brief local residents on the STP and how it would improve health and care in the borough. Understanding local interest, the CCG also agreed to brief local people on the future of Ealing Hospital and the North West London Strategic Outline Case Part 1, which is the £513 capital request for investment in our buildings and services that is currently with NHS England for assurance.

Three ward forums acceptance our offer.

1. Hobbayne Ward Forum 24 January 2017

Attendance:

Tessa Sandall, Managing Director, Ealing CCG
Andrew Pike, Assistant Director of Communications, Ealing CCG
Simon Crawford, Director of Strategy, LNWHT

20 to 30 public in attendance

2. Action Central Ward forum 22 February 2017

Attendance:

Tessa Sandall, Managing Director, Ealing CCG
Andrew Pike, Assistant Director of Communications, Ealing CCG
Simon Crawford, Director of Strategy, LNWHT

50 to 70 public in attendance.

3. Northfield Ward forum 6 March 2017

Attendance:

Tessa Sandall, Managing Director, Ealing CCG
Andrew Pike, Assistant Director of Communications, Ealing CCG

100 people were in attendance.

Issues raised:

- Future of Ealing Hospital
- STP in relationship to Shaping a healthier future
- Centralisation and specialisation as a way of improving care e.g. stroke and Trauma
- Ealing Council being unable to sign up to the STP due to their opposition to the changes proposed to Ealing Hospital but general support for many of its aims
- GP access and correlation between pharmacies'
- Future of Central Middlesex Hospital
- Ealing Urgent Care Centre and the Care UK TV programme
- Difference made as a result of implementing out of hospital services.
- Population Growth
- Travel



Summary of engagement

In summary, the meetings were challenging but we were able to get across our messages successfully. We managed to engage with over 200 local people, the majority of which were the general public. Many attendees listened respectfully to our presentation.

5. Big Health Checks (BHC)

Following Big Health Check engagement event for patients with Learning Disabilities (LD), held in early December 2016, we held a follow-up meeting with the commissioner, Sue Graham and Helen Cairns, Manager at "Treat Me Right". We reviewed the findings, identified key themes and agreed actions. They presented the report at the PPE Committee in February 2017. Specific issues were related to the electronic prescriptions' usage. This was confusing for LD patients, as they usually use paper prescriptions. This issue has been addressed to the Medicines Management Team. The team confirmed that apart from being provided with electronic prescriptions, they still can request hard copies of their prescriptions. The issues raised about poor patient experience using Eye care services will be flagged up with Delia O'Rourke, Assistant Director of Commissioning for Planned Care. The patients' care planning was more consistent, although more could be done to close the loop by sharing the care plans and following up actions with the relevant teams. For the first time LD patients reported positive experiences while attending their GP appointments, with some excellent examples of good practice. It was agreed that Primary Care Team needs to be aware of a new NICE Guidance on care planning for patients who have both mental health problems and learning disabilities. The Community Team for People with Learning disabilities (CTPLD) and "Treat Me Right" are working on a pilot scheme to improve awareness of LD patients' needs in GP practices. LD patients with long term conditions (i.e. Diabetes) need more support to manage their health conditions, possibly through bespoke self-management courses. This would need to be followed up by our self-care lead.

6. GP Extended Hubs (now known as GP Access Centers) development

Further engagement events were held with the East African Group and the Somali Group at the Resource Centre in Southall. This was arranged by Neighbourly Care. The main aim of the activity was to find out which location in Southall our patients would prefer to be used as a new GP Access Centre. The events helped to capture patient feedback which was used in the decision making processes. The following factors were taken into account:

- cost pressures
- workforce: availability and sufficiency
- geographic location and population density
- accessible premises
- access via public transport and proximity to the local population

The chosen practice was Sunrise Medical Centre, 9-11 Abbots Rd, UB1 1HS.



7. The Older People's Consultative Forum – 16 January 2017

The PPE and Equalities manager attended this meeting in order to provide an update about PPE activities and future plans. They were informed of the NHS England review of our CCG's PPE work, which was rated as "outstanding" for the collective participatory duty. The Forum was also informed about Ipsos Mori 360 degrees Stakeholder Survey carried out in Q4 (January to March 2017), an outcome of Ealing patient transport service procurement, about engagement carried out as part of the Alternative Provider Medical Services Contract review and future plans, engagement events held to support the selection process of our GP Access Centres. The Ealing CCG continued collaborative work with the Public Health team to work on joint campaigns to support self-care and specific projects, the implementation of the Patient Activation Measure (PAM) tool in Ealing to assess and support patients with long term conditions, "Stay Well in Ealing", Winter campaign, and the findings from the Community Cardiology engagement event. The members were encouraged to respond to the online survey developed by S&T communications team. Our patients in GP practices have been using this survey.

8. NHS England training for Patient & Public Voice

In response to the feedback from CCGs and patients themselves NHS England commissioned two organisations ("Just Ideas" and "WSA Community Consultants") to jointly deliver a series of training sessions for patient's representatives and lay members. The training modules were developed following a number of focus groups with patient representatives, Healthwatch representatives, PPG members, NHS England and CCG. The face to face training sessions delivered were either all day or two half day sessions. The training was held on weekdays and during weekends in a number of venues in London. The sessions were available to patients and carers and also to a few CCG's PPE managers in London. Our Ealing CCG PPE and Equalities Manager took part in the initial procurement process with NHS England. She also attended a session on 19 January 2017. The online modules are in development and they will be accessible to all London CCGs. The sessions were highly interactive and responsive to the training needs of the attendees. The sessions focused on NHS PPE legislation, commissioning, avoiding NHS jargon, developing more effective communication and influencing skills and how to implement different PPE methodology and tools. It also helped attendees to understand and use data better which would enable them to have more effective commissioning. So far, eighteen patients and public representatives from Ealing attended the sessions. There is a possibility to arrange specific sessions with our PPG members; these would be held specifically in Ealing. As costing is involved, this will need to be negotiated with the provider.

9. Featherstone Road Walk-In Centre

In order to have a smooth transition of Featherstone Road Walk-In Centre's closure and the transition to a new GP Access Centres, a comprehensive Communication and Engagement Plan has been developed. In phase one (March and April 2017), Ealing CCG commissioned Neighborly Care, community organisation, to facilitate better communication with the patients related to the changes at the FR Walk-In service. They also helped patients to complete a short survey. This helped them to understand better the profile of patients who currently use this service. The flyers and posters have been developed. The



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staff and volunteers, who participated and helped this activity, have been fully supported and inducted about their role. The letters have been sent to all GP practices and it has been included in our GP Weekly Update. A letter has been sent to all key Stakeholders, including councilors and Healthwatch Ealing.

10. Children's Healthcare Guide

As part of the Winter campaign, NWL communications team have developed a new Children's Healthcare Guide. The contents have been adapted from existing guides in other CCG areas, and further developed through discussions with pediatric clinical leads, public health colleagues and Children Centre's staff. The final booklet will be made available electronically through GPs, schools, nurseries and Children Centre's website. Hard copies will also be available to parents and carers. A press release has been published to inform the public about it. Please see this Guide in the attachment below

11. The North West London (NWL) Out of Hospital Service (OOHS)

The programme team at NWL had a meeting with patient representatives and Healthwatch colleagues across NWL to discuss the development of CCGs' and GP practices websites. The flyers and posters have been produced to communicate key information about the Out of Hospital Services (OOHS) services. Alex Cowan, patient representative from Ealing, has been closely involved in the process. Mr Cowan will continue to attend the contract monitoring meetings with the GP federation. The group is currently developing a patient survey to ensure that users can provide feedback to help CCGs understand any quality issues that may arise, and whether patient experience is positive.

12. Ealing (Special educational Needs & Disability) SEND Fair

This event aimed at parents, carers and children and young people aged 0-25 with special educational needs and disabilities, took place on 24 February at Ealing Town Hall. It offered the opportunity to all attendees to meet, receive information and support and to talk with service providers. It included a range of workshops and activities for young people (14-25 years of age).

13. Patient Online – Communications and Engagement

The PPE and Equalities manager and Primary Care Workforce Lead worked with Natalie Henshall, Engagement Support Manager from NHS England to develop and Implement the Communications plan to increase the usage of Patient Online. The link to the NHS website is: <https://www.england.nhs.uk/ourwork/pe/patient-online/>.

The training was provided to GP practices. Natalie held information stalls at Ealing Hospital and at Ealing Broadway Shopping Centre to raise awareness among patients and the public about patient online. She worked with the central Communications Team and shared information about this via social media, including Twitter. Key information was also made available on CCG websites. Information was also shared with the Voluntary Sector Organisations, Stakeholder newsletters, forums, patient groups, Children Centre's and Ealing Healthwatch.



14. Engagement with Practice PPG and Network PPG members

Ealing CCG held an engagement event with PPG members and the wider patient population on 10 March 2017 at Perceval House. This event was attended by 21 patients, including Healthwatch members. The event was publicised via our website, Twitter, GP practices and our PPG groups. We promoted the event by using our database of patients who received regular communication and invitations to our events, patient groups and forums, Healthwatch Ealing, Children Centre's and Voluntary Sector newsletters, emails and Twitter. This was the first of a series of events to support our plans to keep residents informed of the changes and developments happening in relation to our STP Plan. Other engagement events have taken place through ward forums across Ealing. The event was an opportunity for us to inform patients and carers about our work in a number of areas including: self-care (PAM, self-management courses, Healthy Ealing website, campaigns), Medicines Management (minor ailments scheme, antibiotic resistance, medication wastage), Primary Care (GP Access Centres, APMS procurement, delegation, hub development, planned care service development (reducing strokes, latent TB screening, NHS Diabetes Prevention Programme, fast track service for MSK) and the overall STP developments including changes at Ealing Hospital (notes of this meeting are available on request). The event was very well received and attendees were able to ask questions, raise issues and make suggestions for future events and topics for update.

15. Patient and Public Engagement opportunities available in Q4

During this period, patients, carers and the public were made aware of:

- Improving Access To Psychological Therapies (IAPT) service promotion in Ealing
- 'Parents of Ealing Self-Help Training Scheme' (PESTS) Christmas Party
- NHS England Training for Patient & Public Partners and Lay Representatives
- Ealing IAPT's 'Running to better Health' (8 weeks exercise programme)
- GP Extended Access engagement event at Ealing Town Hall and activity with the Somali Group at Featherstone Terrace
- Expression of Interest for NHS England Patient and Public Voice role
- Patient and Public Voice Training (Learning Event)
- MIND – 'HeadsUp' Primary Care Forum
- MIND – 'HeadsUp' Secondary Care Forum
- NICE Public Involvement Programme
- Learning Disabilities Network Meeting
- NHSE online training courses: Evidencing the Need for Change in the Health and Social Care Environment (ENHSCE), Facilitation and Engagement in the Health and Social Care Environment (FEHSCE) and Understanding the Health and Social Care Environment (UHSCE).
- Network Patient Participation Group Engagement event at Ealing CCG held 10 March 2017
- North West London (NWL) Diabetic Eye Screening Programme
- NWL Patient Transport Discussion Forum
- Expression of Interest for Governing Body Lay member
- Expression of Interest for Healthwatch Ealing Shadow Committee



16. Highlights beyond Q4

- The ECCG's PPE Strategy will be reviewed and refreshed in 2017
- The ECCG public website has been migrated, so the content will be reviewed and updated by each team. The website will host a "You Said, We Did" section for patients and public
- The GP Practices' based health promotion screens have been installed in most practices and are being used to display a range of messages. This will be reviewed and managed by the new Self-care Development Manager.
- A new Patient Engagement Reference Group/Forum may be established to support the work of the PPE Committee.
- An updated Volunteer Reimbursement Policy is being developed by CWHHE. This will be shared and implemented in due course.
- The Ealing CVS will be commissioned to carry out further outreach work within newly emerged communities in Ealing.



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