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Date Wednesday, 01 February 2017

Title of paper Q3 (16-17) PPE Report

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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

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 discharged by the CCG. The purpose of this report is to:

- Provide updates and assurance and keep committee members informed and involved.
- Highlight specific identified issues and proposals for the committee to note, discuss, endorse and approve.
- Flag up operational and implementation queries for committee members to engage with in between meetings to support the delivery of the PPE Strategy.

Q3 PPE report includes updates on:

- NHS England’s assessment of our patient and public engagement work for the previous year (Letter in Appendix 2). This year NHSE provided separate assessments for meeting the collective duty to involve patients and public and meeting the individual duty. Their assessment of Ealing CCG’s delivery of its statutory obligations for the collective duty to involve is “Outstanding” and of the individual duty is “Good”.
- NHS England’s commissioned Ipsos Mori 360 Degree Stakeholder Survey
- Ealing patient transport procurement to improve patient experience and access to GP services.
- Engagement in the review of primary care APMS contracts



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- Engagement to support GP Extended Access Hub site selection.
- Engagement with the Older People’s Consultative Forum.
- How to engage patients in self-care through campaigns
- Implementation of Patient Activation Measure in Ealing
- Stay Well in Ealing - Winter Campaign
- Community Cardiology - Patient engagement event and feedback
- Analysis of Service Alerts received in Q3 16-17

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

Outline the impact on patient services

This report will be reviewed by the PPE Committee members before it is submitted to the Quality & Safety Committee. PPE activities outlined in this report either already has or will have an impact on service design and delivery and therefore supports and promotes 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 level of staffing the CCG will need to operationally support on-going engagement activities, the development of network and practice PPGs and the strategic delivery of the overarching PPE Strategy
- Estates – the committee should consider the availability of suitable space for convening future patient reference groups and engagement events
- How is this meeting QIPP requirements – the PPE activities will continue to support the self-care and self-management strategy and ultimately help reduce unplanned 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 and supports our endeavours to understand patient and carer perspective and successfully empower patients to change behaviours through the</p>	<p>Active and on-going engagement with patients and carers through a variety of routes including on line information portals, information sessions and community events, through voluntary sector partners and patient participation groups will support our plans to empower and inform patients. This will support self-care, promote self-management,</p>



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self-care and self-management strategy.	help identify appropriate community based health and well-being services and help reduce hospital admissions
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Supporting documents

Governance and reporting		
Committee name	Date discussed	Outcome
PPE Committee	7 th February 2017	
Quality & Safety Committee	15 th March 2017	
ECCG Governing Body	15 th March 2017	



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Q3 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) Committees outlining progress on how the collective and individual participatory duty is being discharged by the CCG. The purpose of this report is to:

- Provide updates and assurance and keep committee members informed and involved.
- Highlight specific identified issues and proposals for the committee to note, discuss, endorse and approve.
- Flag up operational and implementation queries for committee members to engage with in between meetings to support the delivery of the PPE Strategy.

2. Engagement and communication

This report mainly covers PPE activity in quarter three (Q3) of this financial year which includes the three-month period from October 2016 to December 2016. It also includes some updates and additional information relating to future plans. During this period lay members and patient and service user representatives continued to be involved in project steering groups, boards and implementation groups and CCG staff continued to support them as and when required.

3. NHS England's assessment of patient and public engagement work (Letter in Appendix 1)

This year NHSE provided separate assessments for meeting the collective duty to involve patients and public and meeting the individual duty. Their assessment of Ealing CCG's delivery of its statutory obligations for the collective duty to involve is **OUTSTANDING** and of the individual duty is **GOOD**.

The reasons for this outcome are:

- Excellent contextualisation for the engagement activity
- Excellent partnership working demonstrated, through formal partnerships and a wide range of community forums and mechanisms.
- Good awareness of what providers are doing to engage patients.
- Numerous examples of collective engagement, relating to local and multi-CCG working, with positive outcomes associated.
- Examples of self-management and care plans are provided, along with evidence of strong promotional activity but the outcomes are not as fully demonstrated as for the collective duty and the take-up of Personal Health Budgets is not demonstrated with numbers.



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4. Ipsos Mori 360 Degree Stakeholder Survey

The CCG 360° stakeholder survey forms a central part of the annual assessment process which all CCGs are required to undertake. The survey is a valuable source of evidence that allows both the CCG and NHS England to monitor how our relationships with member practices have continued to develop over the last year and will help inform our continuing organisational and leadership development.

The survey seeks feedback from stakeholders about their working relationships with CCGs and has two main purposes:

- To provide a wealth of data for CCGs to help with their on-going organisational development, enabling them to continue to build strong and productive relationships with stakeholders
- To feed into assurance conversations between NHS England area teams and CCGs. The survey will form part of the evidence used to assess whether the stakeholder relationships, forged during the transition through authorisation, continue to be central to the effective commissioning of services by CCGs, and in doing so, improve quality and outcomes for patients.

The survey period is between 16th of January 2017 - 24th of February 2017. A final report with the findings will be shared with CCG later in the year.

5. Ealing Patient Transport Procurement – engaging patients and improving experience

During the first half of 2016, the CCG undertook a review of the pilot Primary Care Patient Transport Service which was introduced in early 2015. The review included feedback from all key stakeholders, including specific feedback from surveys with patients who used the pilot service. Overall, the pilot was judged to have been a success and in the Summer of 2016, the CCG Governing Body approved a recommendation that it should commit funding for the longer term.

Using feedback from patients and other key stakeholders, a revised service specification was developed and it was agreed that a procurement process would be run to find the best provider for the new service. A steering group and evaluation panel for the procurement was set up in the Autumn of 2016 and this included a patient representative from Healthwatch Ealing and the CCG's Patient and Public Engagement Manager.

More than 25 expressions of interest were received by the CCG, which eventually translated into a number of comprehensive and credible tenders. The evaluation panel were asked to undertake a detailed assessment of each tender, with the emphasis very much on how each bidder would provide a patient focused service. As well as presenting their proposals in person, bidders were also asked to attend an interview. Finally the



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evaluation panel undertook a site visit at premises where each bidder is currently providing services.

The evaluation was completed in December 2016 and a recommendation as to the preferred provider went to the CCG Governing Body on the 18th January 2017. Bidders were informed of the outcome the next day. Transition to the new contract should be completed by the beginning of March 2017.

6. Primary Care – Alternative Provider Medical Services (APMS) Contract Review

Patients were invited to engagement events in November 2016 at the following practices: Broadmead, Woodbridge and Featherstone Road. The contract arrangements and options for dispersal versus procurement were discussed. Patients were able to ask questions about the process and share their views about their experience of using the respective practices. Detailed reports of the events are available. Procurement for these services is currently underway.

7. GP Extended Access Hub Selection: Engagement event – 6th December 2016

In Ealing, 76 general practices are arranged in 3 localities and 7 networks with a registered patient population of 426,000. NHSE has asked ECCG to mobilise GP practices to deliver services seven days a week, 8am-8pm through a phased approach. To date, a weekend service has been delivered through rotation across a range of sites and has been available through NHS 111. ECCG held an engagement event to capture patient feedback which was used in the decision making process of choosing three fixed hub sites, one in each of the three localities: Northolt, Southall and Ealing & Acton. A similar discussion was held with Barnabas Practice Patient participation Group on 19th December 2016. Engagement also took place with the Somali men’s group in the Resource Centre at Featherstone Road, Southall.

During the decision making process, 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 following practices were subsequently chosen within the three localities:

Ealing Locality	Extended Access Hubs	Hub Addresses
North	Elmbank Surgery	438 Greenford Avenue, W7 3DD
Ealing & Acton	Florence Road Surgery	26 Florence Road, W5 3TX



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Southall	Sunrise Medical Centre	9-11 Abbots Rd, UB1 1HS
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8. Older People’s Consultative Forum (19.9.16, 17.10.16)

The PPE manager met with the Older People’s Consultative Forum to update them on activities being engaged on and future plans. They were informed of the training being developed with primary care staff to improve the experience of patients with sensory impairment, they were invited to attend the CCG’s AGM in late September and the STP engagement event in Ealing Church Green on 20th September 2016. They were informed of the outcome of the engagement around the development of the NHS 111 service, and the discussions the CCG were having with London Ambulance Service (LAS). They were also kept up to date on: the work of the GP Federation Patient Reference Group in reviewing the quality of the Out of Hospital (OOH) Services, the self-management courses available across Ealing for patients with long term conditions, the Care Quality Commission’s (CQC) consultation on patient surveys, the Ealing Urgent Care Centre’s (UCC) mobilisation and future role of their patient experience champion, the successful transition of children’s ward services from Ealing Hospital, the community services review and the engagements which supported this, the Ealing Community Transport patient and carer survey, the Ealing Eye Services stakeholder event, the Ealing Mental Health Fair, the outcome of the Carer’s Conference and the focus of the Network PPG events held in April and May 2016.

9. Ealing Public Health and wider health campaigns (5.10.16)

Ealing CCG PPE manager, Lead for Self-Care, public health and voluntary sector colleagues and One You Ealing manager met to discuss and plan the health campaigns for the coming year. The aim of this meeting was to review and select the key campaign areas to focus on, based on the identified health priorities and inequalities prevalent in Ealing. We also discussed how to source campaign material and resources already available through Public Health England and large national charities focusing on specific health issues e.g. Diabetes UK, Macmillan, British Heart Foundation, sources of funding to support campaigns and the logistics of working together across sectors. Follow up meetings will be scheduled for the new year for key team members to come together to plan events jointly to support and promote the campaigns.

10. Patient Activation Measure (PAM and Self Care in Ealing)

Several meetings were held with CWHHE Collaborative self-care colleagues and leads to discuss and plan the implementation of PAM in Ealing, following learning from national and North West London initiatives in other CCGs. The PAM tool in Ealing is initially being implemented by the Care Coordination Team working with patients with complex health needs and one or more long term condition (LTC). Team members have received training and the team leaders have developed a standard operating procedure to roll out PAM. Frances Horne, Ealing CCG Self Care Lead and the Care Coordination Team Leaders have been working with community and voluntary sector organisations to



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classify the services they offer to support self-care into the four levels. This information will be shared with all professionals using the PAM Toolkit so that they are able to refer patients once they have a PAM score. Further updates on how this is supporting patients with LTC will be shared in future.

11. Stay Well in Ealing – winter campaign

Q3 led to discussion and delivery of the Winter Campaign in Ealing. A significant element of this campaign is being led by our Ealing Community and Voluntary Sector colleagues and their partner agencies e.g. Southall Community Alliance and their hubs. They continue to use the central resources available through Public Health England to promote key messages. In addition, Ealing CCG in partnership with the NWL Communications Team, have undertaken: a lamppost banner campaign in Southall to promote flu jabs and NHS 111 services, a social media campaign on Twitter and Facebook, a promotion through Mumsnet who are promoting the updated Stay Well guide, the development of a Polish leaflet promoting the safe use of antibiotics and NHS 111 through the community magazine, Cooltura. The campaign has been promoted through community pharmacies in Ealing using posters, point of sale information and shelf wobblers with key messages and a Children' Health Guide is also being prepared to be circulated through children centres and schools.

12. Community Cardiology Engagement Event – 8th November 2016

Imperial College Healthcare NHS Trust who provides the Community Cardiology Service in Ealing held an engagement event on Tuesday 8th November 2016 at Hanwell Health Centre. The event was attended by 17 patients, 5 service staff and 2 members of Ealing CCG, Delia O'Rourke, Assistant Director for Planned Care and Zereen Rahman-Jennings, Patient and Public Engagement and Equalities Manager. Patients reported that the waiting time to be seen had reduced and it was helpful for their tests to be done easily and quickly in one location. Some patients found it easier to access the venue though others thought it was less accessible and suggested a need for better community transport service to get there. A small handful of patients were still being seen by the hospital based service as well as the community service. Most patients reported that the service had improved immensely with one patient stating, "I think it's an excellent service and it fills a gap."

13. Big Health Checks (BHC) – 2nd December 2016

These were introduced across the country in 2010 as a result of the numerous instances of poor treatment of individuals with learning disabilities (LD) in the healthcare system. BHC is a meeting of people with LD, their carers and health and social care professionals. The last BHC was held on 2nd of December 2016 and coordinated by Treat Me Right. A number of organisations were represented including NHS Ealing CCG's Tessa Sandall, Managing Director, Network Relationship Managers (NRMs), the PPE Manager, plus Ealing Council staff, London North West Health Trust (LNWHT),



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West London Mental Health Trust (WLMHT), OneYou Ealing and Seeability. Different areas of health were discussed including: hospital services, GP surgeries, healthy living, drugs and alcohol, eyes and eye care and mental health services. Tessa opened the event which was really lively and interactive. Positive feedback was received about some GP surgeries; people gave examples of GP surgery staff paying home visits and being significantly involved in their care. 70% of people with LD now have annual health checks.

Highlights beyond Q3 –

- PPE Strategy will be reviewed and refreshed in 2017
- Ealing CCG 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
- GP Practice 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 patient reference group 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.
- ECVS will be commissioned to carry out further outreach work within newly emerged communities in Ealing.