



Paper: # to be added by each CCG

Date Thursday, 24 November 2016

Title of paper Q2 (16-17) PPE Report

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

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.

Q2 PPE report includes and outlines:

- Training to improve the experience of patients with sensory needs
- An update on ECCG’s AGM in the summer
- Update on engagement to support the development of NHS111 service specification
- London Ambulance Service – patient engagement
- Ealing STP Engagement Events
- Analysis of Service Alerts received in Q2 16-17

Quality & Safety/ Patient Engagement/ Impact on patient services:
 Outline the impact on patient services



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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 self-care and self-management strategy.</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, help identify appropriate community based health and well-being services and help reduce hospital admissions</p>

Supporting documents

Governance and reporting



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Committee name	Date discussed	Outcome
PPE Committee	29 th November 2016	Approved
Quality & Safety Committee		
ECCG Governing Body		



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Q2 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.
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2. Engagement and communication

This report mainly covers PPE activity in quarter two (Q2) of this financial year which includes the three-month period from July 2016 to September 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. Supporting patients: with sensory impairment

Following a series of discussions between ECCG and Alan Murray, Healthwatch Ealing member, Lidia Best, Chairman, National Association of Deafened People (NADP), Mary Hicks, Centre Manager DeafPlus and Karie Clifford, Vision Strategy Group Coordinator, Fionnuala O'Donnell, ECCG Executive and Practice Manager agreed a provisional set of three dates (mid-October to mid-November) for training with GP practice staff to increase their awareness of how to communicate with and support patients who are either deaf /, hearing impaired or vision impaired. Planning for these sessions took place during Q2 and subsequently the first three hour session was delivered on 17th November 2017 by Karie Clifford and Chris Jenkins from the Vision Strategy Group.

There were ten attendants from nine GP Practices, from five of the seven networks (Acton, North North, South North, North Southall, and Central Ealing); most were receptionists.

Feedback indicated that nine out of ten participants found the presenters to be a great source of information. The practical session/role play was viewed as outstanding as was the course administration. The course itself was rated excellent and the lecture on



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Guiding Practical and different ways of seeing were also rated similarly. The overall feedback from attendants was that their confidence, knowledge and awareness of the practicalities of sight loss improved subsequent to the session as well as their understanding of how to deal with individuals with such conditions.

Three attendants commented that they would want to receive further training on subjects regarding Sight Loss Awareness in the future including learning how individuals with sight impairments run their daily activities.

The agenda included:

- Different ways of seeing with limited sight e.g. eccentric viewing, tunnel vision, reduced visual acuity and reduced visual field.
 - Awareness of contrast and lighting.
 - Awareness of non-visual clues such as sounds, heat or cold, tactile and smells.
 - Guiding practical basics including orientation, room layout and plotting a route.
 - Guide dog awareness.
 - Guiding to cover showing person to seat, opening doors when arms linked.
- <https://www.youtube.com/watch?v=r7SQfslbV8Y>
- Communications - verbal & written.
 - Reception signing in protocol – suggestions for supporting a visually impaired person.

The session was attended by a mixture of reception staff and healthcare assistants and most of the feedback was extremely positive.

4. Older People's Consultative Forum

Zereen Rahman-Jennings, Patient and Public Engagement & Equalities Manager attended the forum along with Usha Prema, Assistant Director of Commissioning for Unplanned Care to engage around the draft service specification for the new NHS 111 service being procured across North West London. Details of the engagement feedback received from the forum members, is included in the full engagement report submitted to the NHS 111 Programme Board.

5. Ealing CCG AGM

Ealing CCG held it's AGM on Wednesday 21st September 2016 in Greenford Town Hall. The event was really well attended with over 100 guests including GP members, patients and carers, interested residents, service leads from health and social care providers, Healthwatch Ealing members and members of the community and voluntary sector services in and around Ealing. The event allowed attendees to mingle and explore the stalls set up by the following organisations:

Ealing CCG Commissioning Team, Ealing Care Coordinator Service, ECIL - Ealing Centre of Independent Living , Contact a Family , Certitude, Ealing Mencap, Alzheimers Society, Dementia Concern, Neighbourly Care, Community Cardiology, Diabetes Integrated Care Ealing (DICE), Southall Community Alliance , Southall Day Centre, One You Ealing, RISE – all showcasing their various services and projects to support specific patient groups.



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It was an opportunity for people to share knowledge, gather information, network and learn about the CCG's achievements over the past year and its plans for the coming years ahead.

6. NHS 111 – Local engagement in Ealing:

Engagement with patients and public took place through meetings with community groups organised via local voluntary sector organisations and specific patient forums. Patient groups identified through the equalities impact assessment were targeted. In some instances we attended pre-existing meetings where we were given a specific slot and in other cases, bespoke sessions were arranged so that we could speak to residents. Events included:

Location / Group –Perceval House, Vision Strategy Group

Date- 1st July 2016

Numbers - 11 plus 4 staff members

All non-staff attendees had some degree of vision impairment

Language spoken – English though patients from BME groups were present

Location / Group - Power Group (patients with Learning Disabilities), Sycamore Lodge

Date - 4th July 2016

Numbers - 7 patients with different types of learning disabilities (LD), with a range of health and care needs (including both men and women)

Language spoken – English with one non-verbal patient with her carer

Location / Group – Older People's consultative Forum, Perceval house

Date – 18th July 2016

Numbers - 6 patients (both men and women)

Language spoken – English though patients from BE groups were present

Location / Group – Southall Day Centre, chair exercise group

Date – 20th July 2016

Numbers: 32 patients plus 3/4 staff member (24 men & 8 women)

Language spoken: All Punjabi / Hindi speakers aged over 50

Location / Group – Lido Centre, Deaf Forum (DeafPlus)

Date- 20th July 2016

Numbers – 10 (both men and women)

Language used – a mixture of BSL and other communication devices with some limited speech and lip reading

Location / Group – Golfinks Community Centre, group arranged for the engagement event

Date – 22 July 2016



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Numbers - 11 plus 2 staff members and 1 translator:
10 women, 1 man
Language spoken - All Nepalese speakers aged over 50

Full report outlining feedback is available on request. This information has been shared with the NHS 111 Programme Board and will be used to shape the service specification.

7. London Ambulance Service (LAS) – engaging patients

Zereen Rahman-Jennings, Patient and Public Engagement Manager met with the head of quality and the director of operations of the local LAS in North West London to discuss some of the challenges around inappropriate usage of LAS by local residents. This was arranged as NWL is seen as an outlier for exceptionally high category A call out. At the end of discussions around how we could engage local communities to inform them of other options available to them and the impact of inappropriate call outs, it was agreed that: LAS would look at the data by ward, in order to identify specific geographical locations to focus on through targeted communication and engagement work. ECCG would work with community groups and hold briefing sessions with key community and voluntary sector agencies to share messages which could be cascaded through outreach work. We would also do some engagement with GPs to enable them to share key messages with their patients.

8. STP Engagement Event - Ealing Green Church - Ealing W5 5QT – 20th Sept 2016

Throughout May and June 2016 CCGs met with local authority partners and providers including LMC, Federation, Imperial Academic Health Partners, Imperial, LNWHT, WLMHT, LCW, Greenbrook (UCC), Healthwatch Hillingdon Hospital and HRCH to discuss and shape the STP. CCGs also worked closely with Healthwatch, and throughout the summer and autumn have regularly met with patient and public groups across the eight boroughs to help shape our thinking. In Ealing we held a specific workshop with patients, carers and members of Healthwatch Ealing on the 13 June 2016 where table top discussions took place.

This work led to the development of a four point approach to communications and engagement covering public ‘town hall’ style meetings, online engagement, public outreach and staff engagement, which we have been enacting since we published the draft STP in August.

Fifty people attended a public meeting held on the 20 September 2016 at Ealing Green Church. Attendees heard from a number of speakers including Dr Mohini Parmar, Chair of Ealing CCG, Cllr Julian Bell, Leader of Ealing Council and Peter Worthington, Chair of London North West Healthcare NHS Trust. Dr Parmar talked about the reasons for the STP with Mr Worthington stating his support for the STP whilst pointing out some of the challenges moving forward. Cllr Bell expressed his support for all aspects of the STP but advised that Ealing Council was not able to sign up to the STP as it made reference to



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future service change at Ealing Hospital. Attendees were given the opportunity to ask questions and took part in table top discussions.

Public outreach has so far taken place at a range of venues and locations including Ealing Soundbite Festival, Southall Dominion community Centre, Ealing Central Library, Southall Somali residents at Salama Cafe and the Southall Gudwara to name but a few.

All the feedback gathered in Ealing and the other seven boroughs in NW London influenced the October 2016 submission to NHS England. Moving forward we will continue to involve members of the public and stakeholder.

Highlights beyond Q2 –

- NHSE Annual Report for PPE will be drafted and submitted on 31st October 2016
- PPE Strategy will be reviewed and refreshed in 2016
- PPE Committee membership will be reviewed along with the process of ensuring all programmes have robust plans for timely and effective engagement and equalities impact assessment.
- Ealing CCG public website is currently being updated. First draft of the “Get Involved” section has been circulated to PPE Committee members for comments.
- Communication with patients and public will be further improved with the use of Health Promotion Screens, Twitter, a stakeholder newsletter and more information about community events on the website
- A patient reference group may be established to support the work of the PPE Committee. We are currently considering the different models being used across CWHHE and an options paper will be circulated in the near future
- Remuneration arrangements will be reviewed with a refreshed policy and plan for implementation.
- ECVS partner agencies – we will consider how best to use the knowledge and skills available to undertake future engagement in a more coordinated way