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Date Tuesday, 30 August 2016

Title of paper Q1 PPE Report

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<b>Confidential</b>	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.

Q1 PPE report includes and outlines:

- Engagement activities to support: the development of STPs, the review of community and eye care services, the changes in paediatric services, the understanding of patient experience of the pilot Ealing Community Transport, the promotion of local mental health services through the mental Health fair
- The continued development of Network Patient Participation Groups
- Cross sector opportunities for developing and undertaking PPE work in NWL
- A list of involvement opportunities advertised to patients
- An update on self-management courses in Ealing
- The development of the GP Federation Patient Reference Group
- An update on training for practice staff on how to communicate and support patients



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- with sensory impairment
- A consultation on proposed changes to CQC patient surveys
- Key activities planned for beyond Quarter 1
- Analysis of Service Alerts received in Q1 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 - <b>Objective 1: Enabling people to take more control of their health and wellbeing</b> 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>



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<b>Supporting documents</b>

<b>Governance and reporting</b>		
Committee name	Date discussed	Outcome
PPE Committee	5 <sup>th</sup> September 2016	Approved
Quality & Safety Committee	21 <sup>st</sup> September 2016	
ECCG Governing Body	2 <sup>nd</sup> November 2016	



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## **Q1 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 four (Q4) of this financial year which includes the three-month period from January 2016 to March 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 has 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 patients who are either deaf /, hearing impaired or vision impaired. The training is likely to be over 3 ours with 1.5 hours dedicated to vision and 1.5 hours to hearing. The introduction will cover the Accessible Information Standard and the main aim of the session would be identify what actions practice staff can take to make the practice more accessible and improve patient experience. The format and exact content of the workshops is being agreed between the various professionals.

#### **4. GP Federation Patient Reference Group**

Ealing GP Federation had a couple of meetings with a number of patient participation group members and Ealing CCG Patient and Public Engagement staff to discuss how patients could be involved in the monitoring of the Out of Hospital Services (OOHS) in



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Ealing. Draft Terms of reference and some of the logistics of recruitment to the group were discussed at the first meeting. It was agreed that it would be important to communicate the specific purpose of the group to maintain clarity on the purpose of a local practice patient participation group, a wider network patient participation group and a broader group such as this exploring the experience of patients using a newly developed service. The group is due to meet again in September and will be using a patient survey devised by the CWHHE OOHs Patient Experience Group.

**5. Self-management courses in Ealing**

Ealing CCG have commissioned a series of motivational patient training courses across the Ealing borough. Self management programmes have been shown to reduce unplanned hospital admissions for conditions such as COPD, asthma and to improve adherence to medication. The self-management courses cover techniques which help patients to cope with problems such as frustration, fatigue and techniques to help patients communicate effectively with family friends, health professionals and with decision making.

To meet capacity of the volume of courses the CCG wanted to deliver, **three providers** have been commissioned to deliver courses across Ealing:



**Courses completed in Q1 16-17**

The table below details Q1's activity with the number of courses completed at the end of June and the number of patients who had completed the full programme (which involves 6 weekly 2.5hr sessions).

Providers	Number of courses commissioned		Number of completed courses in Q1	Number of course attenders at week 1	Number of course completers (attendees must attend all 6 courses)	Courses planned in Q2
	English	Community language course				
Living Well	6	0	4 English courses (1 course was not completed due to low attendee	43	28	2 more English courses in Q2 (now completed bringing the total completer rate up to 46 patients)

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			rate)			
<b>Social Action for Health</b>	5	3	4 English courses	48	36	1 English course, 2 Tamil courses and 1 Nepalese course (all completed bar Nepalese course taking completion rate up to 72 patients).
<b>Self Management UK</b>	6	6	0	0	0	6 English and 3 Community language courses planned.

Various promotional and networking opportunities have been used to attract patients to attend the self-management courses and to encourage GPs to refer their patients to the service. These include:

- Communications through Network GP Relationship Managers and GP weekly communications
- Presentation at Practice Manager's Forum – Friday 27 May
- Stall at Mental Health Fair – Wednesday 1 June
- Talks at Patient Participation Groups
- Talk at Action West London workshop
- Engagement through voluntary and community groups

## 6. CQC Consultation on Patient Surveys

The NHS patient survey programme has been part of the regulator's work for over a decade. The results of the surveys have been used to inform different aspects of their work e.g. risk based surveillance system, inspections, reporting on national issues and how they carry out thematic reviews. Putting the voice of people who use services at the heart of how they view and respond to quality of care, through the surveys. They are the only source of information that provides robust, comparable data about people's experiences of NHS Care across England. The feedback gathered is used widely by many national and local bodies. Over the years, the general structure of the surveys has changed little but improvements have been made to the actual survey. They are now taking a fresh look at the content and frequency of the programme overall. The aim is to improve the survey programme so that it has maximum impact and value for those who use the results so they are proposing changes to the coverage and timeliness of the surveys. (See end of report for detail of changes)

## 7. Ealing Urgent Care Centre (UCC) - update

During Q4 the new contract for the UCC was mobilised. As of Tuesday 26th April 2016 Greenbrook Healthcare are the new provider for the Ealing Urgent Care Centre. Greenbrook Healthcare is a local primary care provider that specialises in the provision



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of urgent care centres, including the UCCs at Hillingdon, Northwick Park and West Middlesex Hospitals in North West London.

Ealing CCG and Ealing UCC provider, Greenbrook, are in agreement that patient representatives should be involved in monthly contract meetings. Ealing CCG is in the process of identifying an appropriate person to join the meetings and will be recruited in autumn 2016. In addition, Ealing CCG's Quality Improvement & Clinical Assurance Assistant Director and Patient and Public Engagement & Equalities Manager will be reviewing the standing agenda for contract meetings so that the patient representative is able to contribute effectively at the right stages of the discussions within the contract meetings.

**8. Changes to Children's Services at Ealing Hospital ( separate report available)**

Engagement officers from Strategy & Transformation and PPE & Equalities Manager from Ealing attended a Quadrant Meeting of primary school head teachers in Southall on 11<sup>th</sup> May 2016 to discuss the changes taking place. They were updated on the engagement events held through children centres and other venues in Ealing so far, in order to: better understand what parents know about the coming changes, what information they would like to be provided with and how they would like the information to be shared. School staff suggested providing schools with maps giving the location of the hospitals where children should be taken to in future and their contact details. They also suggested being given an A4 of information which they can include in their newsletters for book bags. The feedback was passed on to the communication lead for paediatrics. A separate full report is available, outlining all the engagement carried out to support the changes.

**9. Community Service Review - Engagement Events across Ealing (separate report available)**

A number of engagement events were undertaken across both Ealing and Brent as part of the service review. The overall aim was to understand patients' and carers' experience of the services and identify key outcomes they would like the services to achieve. In Ealing, discussions were held with a number practice patient participation groups, Ealing Older People's Consultative Forum held on 20<sup>th</sup> June 2016, Ealing Carers' Forum. Ealing Parent Carer Forum held on 20<sup>th</sup> July 2016, as well as a bespoke engagement event which included patients, carers and professionals held on 5<sup>th</sup> July 2016. A summary of issues raised include: lack of continuity of service, frequent changes in staff in some services, service pathways, difficulties with access and waiting times, challenges around communication and information sharing, boundary issues. The groups identified aspirations for future services and expressed these through a series of desired outcomes and key statements about how it would feel to use the services.

**10. Ealing Community Transport – Patient and carer survey**

A questionnaire was designed to gather both quantitative and qualitative data from service users. This was administered by two Ealing CCG staff whilst travelling with



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patients on the bus during journeys to and from their GP surgery. 40 individual patient surveys were completed from May to June 2016.

The range of questions included information about: delays in journey times, issues with pick-ups and drop-offs, attitude and manner of drivers and other transport staff, cleanliness and comfort of the buses, social aspects of the journeys and overall experience of using the service.

**Results of the Patient Survey (% of patients):**

- 93% of patients surveyed had used the Plus Bus for Health service previously
- 47% of patients surveyed had used a taxi and 20% using public buses before Plus Bus for Health was introduced
- 80% of patients surveyed said that they received a reminder call from ECT, a phone call a day before the pick up
- 90% of patients surveyed said the Plus Bus for Health was always on time
- 95% of patients surveyed said they were happy with the Plus Bus for Health service
- On average 93% of patients surveyed were happy with the condition of the vehicle and the driver's attitude and manner
- 100% of patients surveyed said the driver was friendly and well presented

Next steps: Based on the evaluation of the pilot, the continuing need for such a service in order to meet the initial aims of the pilot and practice and patient feedback, Ealing CCG are now in the process of procuring an accessible door to door transport service for eligible patients, registered with GP practices in Ealing, to access primary care appointments within GP Practices. Information gathered through the evaluation and feedback process has been fed into the development of the service specification and a patient representative has been appointed to the procurement steering group.

**11. Ealing Eye Services Stakeholder Event**

Ealing CCG is undertaking a review of its eye care services to ensure continuous improvement in the way in which patients can access eye care. A stakeholder event was held at Ealing Town Hall on 23 May, 2016. Thirty-two people came to the event: 21 patients and 11 eye professionals and clinicians. Main issues identified: greater clarity around ways to access services, more information for patients on how and when to use their local optometrists and what they are able to do, travel to various sites where specialist services are based, especially for elderly patients, the suitability of physical environments of eye clinics not being suitable for visually impaired patients, lack of access to local emergency services, better and earlier access to screening and prevention services, greater public awareness of how to maintain eye health and links to diabetes, hypertension, smoking, lack of adequate social care, rehabilitation and supportive housing for people with severe visual impairment (currently outside the scope of the review), better planning of care and treatment at the right place at the right time through risk stratification, improved referral processes between professionals, too many steps in the current patient journey. Next steps will include appraising different models of community eye care and using best practice from elsewhere to make improvements.



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## **12. Ealing Mental Health Fair**

More than 250 local residents attended the largest mental health and wellbeing fair in Ealing. In total, 38 organisations were represented, including West London Mental Health NHS Trust, Healthwatch, Ealing and Hounslow Mind, and many other local charities and voluntary groups providing support and advice to those with mental health needs in the local community.

The Clinical Commissioning Group (CCG) and Council organised the fair, which is the first of its kind for Ealing, and will be held annually from now. Visitors had the opportunity to talk directly to both those who access mental health services in Ealing, and volunteers who give their time and provide vital support. As well as providing a drop in service for Ealing residents, the fair was a useful networking opportunity for both clinical and non-clinical mental health staff to share expertise, listen to patients' personal experiences and discuss where improvements could be made.

The event was well attended and those who dropped in got much out of the day, using the opportunity to talk openly in a safe space about their mental health and well-being experiences. Events like these help to raise awareness of mental health and wellbeing and encourage open and honest conversations how it can affect people and their needs can be looked after by local health services.

## **13. Ealing Sustainability and Transformation Plan – Ealing Town Hall 13<sup>th</sup> June 2016**

In December 2015, the government outlined a new approach to help ensure that health and care services were built around the needs of local populations. To do this, every health and care system in England was asked to produce a multi-year Sustainability and Transformation Plan (STP). This would show how local services will evolve and become sustainable over the next five years, ultimately delivering the vision of better health, better patient care and improved NHS efficiency.

To develop and deliver plans, local health and care systems came together in January 2016 to form 44 STP 'footprints' within specific geographical areas in the country. Ealing sits within the "North West London" STP footprint which is being coordinated by the North West London (NWL) group of CCGs. The plans are being developed in partnership with the eight Local Authorities across North West London as well as the NHS providers in this area.

NWL is well advanced in its plans, where the function of the STP has been to coordinate all strategic plans across the partners and identify the gaps that exist, which need to be closed to meet the requirements of the STP. The gaps relate to:

- The health and wellbeing gap
- The care and quality gap
- The finance and efficiency gap



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The NWL footprint is locally defined, based on natural communities, existing working relationships, patient flows and takes into account the scale needed to deliver the services and improve health and care outcomes of the local population.

Patient voice and perspective will be absolutely key to the successful development and delivery of the STP, especially in delivering the long-term outcomes we want to achieve for our patients and the wider public. The development of future services that will better enable this vision to become a reality will rely on strong and consistent patient and public engagement throughout the process. This work is on-going.

#### **14. Carer's Conference**

Ealing Carers' Centre hosted a "Carers Conference" on Wednesday 8<sup>th</sup> June 2016 at the University of West London and held a special event to celebrate Carers' Week on Thursday 9<sup>th</sup> June 2016. At the conference there were stalls highlighting health and care services from across the sector. Carers spoke of their experience of being a carer to family members, including a young carer and a young mother of 5 children with special educational needs. It was a great opportunity for both carers and professionals to come together to share experiences and ideas. The audience also heard about the Carer Friendly GP Project funded by Ealing CCG and the impact it's had on raising awareness within practice staff of the needs of carers and the systems it's embedded to help practices refer carers for assessment and much needed support.

#### **15. Network Patient Participation Groups**

Ealing network Patient Participation Groups (NPPGs) were held across the networks from the end of April to mid-May. Following feedback from patients and practice staff these meetings focused on specific health topics, especially cancer as April 2016 was Bowel Cancer Awareness month. Speakers were invited from specialist organisations across the sector including: St Marks's Hospital's Bowel Cancer Screening Programme, Prostrate Cancer UK, One You Ealing's Health Training team, self-management course providers ( Self-Management UK, Social Action for Health, Living Well) and Cancer research UK Patient Involvement Group. Patients and practice staff learnt about cancer screening's importance, how to use bowel cancer home screening kits, how to find a health trainer, courses they could join to learn about self-management and how to get involved in research about cancer. Feedback from all the sessions were really positive. Practices agreed to consider inviting some of the speakers to their practice PPG meetings to open the discussion to their local practice population. Suggested topics have been circulated for future meetings and awaiting feedback.

#### **16. NWL Corporate Patient and Public Engagement Event 2016**

This event was arranged by Health Education England Northwest London (HEENWL) and David Sines to look at opportunities for planning PPE work across NWL and across sectors. This first meeting was attended by a few Healthwatch Chairs and representatives, PPE Leads for Central, West and Ealing CCG, Imperial College



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Academic Health Sciences colleagues and CLAHRC Northwest London Colleagues. There was some discussions around how we currently plan and deliver patient and public engagement work and whether it may be possible to have a more coordinated approach across commissioner / provider organisations in future, especially in light of the developments around STPs.

#### **17. Improving Quality and Safety Together in North West London - 23<sup>rd</sup> June 2016**

This event was arranged Imperial College Health Sciences Network. It involved a range of patients and professionals across NWL working together to improve patient experience and quality of services. It was a real opportunity to share and learn from best practice across the patch and network with colleagues.

#### **18. Patient and public engagement opportunities available in Q1**

During this period, patients, carers and the public were invited to:

- Attend an engagement event to discuss eye care services across Ealing including specialist services available out of Borough.
- Attend a Mental Health and Wellbeing Fair
- Attend an engagement event on Sustainability and Transformation Plans (STP)
- Attend a Community Services Review – engagement event
- Attend Network Patient Participation Groups across Ealing
- Attend training for Ealing Community Health Champions
- Express an interest to be involved in the Care Navigation procurement
- Express an interest to be involved in the Patient Transport procurement
- Express an interest to be involved in the Imperial College Health Partners (ICHP) Advisory Council
- Attend a series of Self - Management sessions to support patients with Long Term Conditions (LTC)

#### **Highlights beyond Q1 –**

- NHSE Annual Report for PPE will be drafted and submitted on 31<sup>st</sup> 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



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- 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