



Paper 1, 10/07/2017

Date	July 2017
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Title of paper	Q1 (17-18) 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
<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 discharged by the CCG. The purpose of this report is to:</p> <ul style="list-style-type: none"> • Provide updates and assurance and keep committee members informed and involved. • Highlight specific issues and proposals for the committee to note, discuss, endorse and approve. • Address operational and implementation queries for committee members to engage with in between meetings, to support the delivery of the PPE. <p>This report includes the following items:</p> <ol style="list-style-type: none"> 1. Introduction of a new PPE and Equalities Manager 2. Engagement activities related to the consultation “Choosing Wisely” 3. Promotion of the GP Access Centres 4. Engagement with the London Borough of Ealing (the Older People’s Consultative Forum and The Carers’ Partnership Board) 5. Engagement activities with the Voluntary and Community sector (VCS) 6. A summary of the PPE Committee meeting held on 25 May 2017 7. Developments related to Patient Participation Groups (PPGs) 8. Developments related to Patient Engagement Reference Forum (PERF) 9. Changes in annual CCG’s PPE assessment carried out by NHS England 10. Equality and Diversity update



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Equality / Human Rights / Privacy impact analysis

Supporting documents

Governance and reporting

Committee name	Date discussed	Outcome
PPE Committee	1 August 2017	Approved
SMT meeting	25 July 2017	Approved

Q1 2017-18 - Patient and Public Engagement Report

1. Background information

This report mainly covers PPE activity in Quarter 1 (Q1), three-month period from April 2017-June 2017. During this period lay members, patients 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.

Our new PPE and Equalities Manager, Boba Rangelov, commenced with her post on 24 May 2017. The introductory meetings have been arranged with all our teams for Boba to familiarize herself with our current work, projects and future plans. Our new PPE Business Support Officer, Zealia Monah, commenced with her post on 8 May 2017. They are both based in Perceval House, 3rd floor in our CCG office.

2. Engagement activities related to the consultation “Choosing Wisely”

“Choosing wisely” (phase 1) engagement activity was launched in May. As the first step we were focusing on changes to the ways in which we prescribe specific medication. The proposal in phase 1 included the following: 1. GPs would ask patients if they were willing to buy certain medicines or products that could be bought without a prescription; 2. GPs will not routinely prescribe the medicines and products listed in our consultation booklets and 3. To reduce waste we would ask our patients to order their own repeat prescription. The questionnaire was available on line and we also produced hard copies. The translated questionnaire was also available in main community languages, as requested.

We attended several community events and specific groups/committee in order to complete as many questionnaires as possible. We attended the following community events: “The Volunteers’ Fair” held on 8 June in Ealing Central Library, “The Great Get



Together” Age UK event held on 15 June at Greenford Community Centre in Greenford, organised by Age UK, “The Carers’ Week 2017 Open Day”, organised by the Carers’ Trust and held at the Sycamore Lodge in Acton. All events were very well attended by the members of the public and we have completed large number of questionnaires on the day. More information about Ealing Hospital Open Day, held on 8 July, will be included in Q2 report.

The groups/forums/committees where we discussed “Choosing Wisely” engagement activity were as follow: The Older People Consultative Forum, Ealing CVS Network meeting held on 21 June in Southall Town Hall and the Carers’ Partnership Board.

We also arranged a visit to the Sikh community in Southall. The purpose of the visit was to inform this community about “Choosing Wisely” engagement activity and to receive their feedback.

The information/questionnaire about Choosing Wisely was distributed to all our Ealing GP practices. Our community and voluntary sector partners helped us to inform wider community in Ealing through their newsletters and other communication channels. Some of those organisations were Ealing Healthwatch, Ealing CVS and Southall Community Alliance.

3. Promotion of the GP Access Centres

Recently, our Communications Team produced a new flyer and poster “Need to see a GP or nurse in the evening or at the weekend?” regarding this new service, to inform our patients and the public about this new out of hours GP service. The events/meetings where we promoted this new service were “The Carers’ Week 2017 Open Day”, “The Great Get Together” Age UK event, The Older People Consultative Forum, The Carers’ Partnership Board, Ealing CVS Network meeting held on 21 June, Ealing Hospital Open Day, held on Saturday, 8 July (more in depth information about this event will be in Q2 report). At all these events, our flyers and posters were in great demand. Members of the community welcomed this new service. The feedback was that it is helpful to have extra appointments available, in the evening and also over the weekends. The LD Community organisation “Certitude”, the Ealing Hospital Children’s Centre and the Carers’ Trust will display information about this service for their service users and carers. An electronic version of the flyer and poster was requested by several organisations and the hospital services.

4. Our engagement with the London Borough of Ealing: The Older People’s Consultative Forum and The Carers’ Partnership Board

On Monday, 12 June we attended the Older People Consultative Forum, held in Perceval House. We informed members about the Choosing Wisely engagement activity. We also received feedback from Forum members regarding specific issues. They were as follows:

- **The LNWH Hospital Patient’s Transport form:** This form has to be completed to assess if the patient is eligible to use the service. The members questioned the criteria regarding the assessment of the older people. This will be explored further.



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- **Hospital discharges:** The members stated that the local hospitals are still discharging patients late at night, or too early in the morning. This will be discussed further with our colleagues from the local hospital Trusts and feedback at the next meeting.
- **Access to Interpreting and Translation Services:** The members pointed out that many community languages are spoken in Ealing, and that it is important that NHS staff offer patients this service before they come for their appointment. Boba Rangelov, PPE and Equalities Manager, informed everyone that we have a list of various provider companies that our GP practices use on a regular basis. We also reassured members that this service is used continuously, as and when required. We also pointed out that we are raising awareness about the service among the community, at every opportunity. The other issue raised by the members was that it is important to offer this service to new patients during their registration process, in GP practices.
- **Community issues:** The members stated that very few members of the Polish community are using NHS services, as they prefer to use their own when they return to their own country.

We also attended the Carers' Partnership Board, held on 23 June in Perceval House. At this meeting we discussed the Carers' Open Day held on 16 June. A new draft Carers' Strategy is available for the consultation. The Strategy will be made available at our next PPE Committee meeting, which is taking place on 1st August. The contacts have been made after the meeting with our colleagues from MENCAP. The meeting has been arranged to discuss future engagement activities.

5. Engagement activities with Ealing Voluntary and Community sector

During Q1, we met with the following community groups: Ealing CVS, Sikh community in Southall, The Carers' Trust and Age UK. We are also developing positive working relationship with a new Director of Ealing Healthwatch, Jamie Walsh and her team. All these relationships will be developed further in the future, and will contribute to working towards a positive and productive community partnership.

On 21st June we attended the Ealing CVS Network meeting. This meeting was held in Southall Town Hall and attended by more than 30 community organisations. The Choosing Wisely questionnaires were distributed at the meeting. All attendees were asked to complete the questionnaire and share it with their service users, and other community networks.

6. A summary of the PPE Committee meeting held on 25 May 2017

The latest PPE Committee was held on Thursday, 25 May 2017. Some of the items discussed at this meeting were: service alerts, Self-Care Strategy, new GP website and evaluation of the Expert Patient Programme (EPP). We have recruited a new Lay member Dr Annet Gamell, who will be involved in our Primary Care work. Ipsos Mori 360 Survey report was discussed at the meeting. A short summary of this report will be produced and shared with the Committee and the Governing Body. Everyone agreed that this survey is a good indicator for our organisation, what we are doing well and what needs to be improved in the future. A new Healthwatch Director, Jamie Walsh, was welcomed to the Committee.

The Healthwatch is carrying out a survey on GP access. The report of this survey will be produced and presented at the Committee. More information about this report will be in Q2 report. We also discussed this year's Health and Social Care Summit, which should be held in autumn. Some of the venues were suggested at the meeting. This annual event is organised by Ealing CVS. The Committee also received an update about GP Access Clinics. Everyone agreed that this new out of hours GP service should be widely promoted among the community. Planned Care provided the latest update about services they commission. The Communications Team also provided an update and feedback from recent Ward Forums meetings. A new Communications and Engagement Plan has been developed. As the general election was taking place at the time of the PPE Committee meeting, purdah was in place, so the Plan could not be shared at the meeting. However, once purdah has finished, the Plan will be shared with the PPE Committee in our August meeting. Five new leaflets Our of Hospital services leaflets have been designed by the Communications team. Those leaflets will be printed at GP practices and given to the patients, as needed, during their GP appointment.

The PPE Committee's Terms of Reference will be reviewed at the next meeting, which will be held on Tuesday, 1 August.

7. Developments related to Patient Participation Groups (PPGs)

Our new PPE and Equalities Manager is currently developing links with our PPGs and Practice staff. In June a new PPG Contact list form was sent to all GP practices to find out what would be the best way to communicate with our PPGs, via PMs or directly with the PPG Chairs/Vice-Chairs. The response was very good and we are currently collating all information received. We also attended Practice Managers' (PM) Forum and Health Care Assistants (HCA) Forum where we discussed our future PPE plans, PPGs and engagement in general. We will be developing a new PPG Plan. More information about this new Plan will be included in Q2 report.

8. Developments related to Patient Engagement Reference Forum (PERF)

A new Patient Engagement Reference Forum (PERF) is also in development. This Forum will be the main engagement structure in our CCG. During Q1, PPE Engagement and Equalities Lead has been linking with various organisations, internal and external teams, patients and service users in order to discuss PERF and recruit members/representatives. The Forum will be an inclusive, transparent and diverse engagement group and will include 7 PPG Chairs/Vice-Chairs from 7 GP Networks, our CCG Lay member and senior managers who lead on PPE and Quality, Ealing Healthwatch, Ealing CVS, mental health and LD representative and young people representatives. Draft Terms of Reference will be discussed at PPE Committee's meeting. More information about PERF will be available in Q2 report. We aim to commence with PERF work sometime in autumn.

9. Changes in NHS England annual PPE assessment

NHS England made changes in their annual CCG's PPE assessment process. The preparatory work on how to assess CCGs on their PPE work was carried out by NHS England over several months. One of the methods to assess CCGs will be a desktop review of the CCG's PPE webpage and its contents.

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In July NHS England will be reviewing PPE webpages of all CCGs in London. We have reviewed and updated our PPE webpage, with the support from our Communications Team. A new subfolder “Our events” has been created which will contain summary information of all our engagement and community events we attend and/or organise.

At May’s NHS England London wide CCG’s PPE Leads meeting, we presented the findings from our PPG survey. The report’s findings will be helpful to continue our work with the PPGs in future.

10. Equality and Diversity update

Pan-London E&D Leads Network- Bullying and Harassment (B+H) Subgroup: On 26 June PPE and Equality Lead participated in the Pan London E&D Leads Network Subgroup- Bullying and Harassment. The meeting was held in St Mary’s hospital, Paddington. The guest speaker was Roger Kline, who gave us a very powerful and helpful insight into his previous and current work. Mr Kline will be preparing the report in autumn, which will include narrative work on bullying and harassment. The group agreed that it is rather difficult to collect narrative information/stories related to bullying and harassment in the NHS because of the sensitive nature of this topic, and also confidentiality issues. However, the report that he is preparing will be shared with the London E&D Network. One of his suggestions was to look at the results of the NHS Staff Annual Survey and local staff surveys, and see what the response from staff was and the staff absenteeism rate. A high percentage of staff absenteeism, and low staff survey response rate, is a valuable indicator regarding staff work place satisfaction.

This subgroup was task and finish group and its main purpose was to agree on three objectives. Three objectives agreed by the subgroup are: 1. To reduce the percentage of staff experiencing harassment and bullying from patients and staff; 2. To engage with NHS bodies or networks, who are leading on improvement activity, with a view to secure their buy-in and commitment to work alongside us and undertake specific work to generate E&D improvements; 3. Draft a programme for an event/summit, so we can share our insights and any new tools. The NHS Trusts that have done interesting work on this subject are Hull and East Yorkshire NHS Trust and also East London NHS Trust. In terms of narrative data, the CQC reports have very clear narrative data in their reports, so it was recommended that there be reading of those reports.

This work will feed into the Pan London E&D Network. This has been shared with a wider Pan London E&D Leads Network meeting held on 3 July. More information about the Pan-London E&D Network meeting held in July will be included in Q2 report.