



Paper 1, 20/09//2017

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| <b>Date</b> | November 2017 |
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| <b>Title of paper</b> | Q2 (17-18) PPE Report |
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|-----------------------------|---|--------------------------|-----------|-------------------------------------|---|
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| <b>Confidential</b>         | <b>Yes</b>                              | <input type="checkbox"/> | <b>No</b> | <input checked="" type="checkbox"/> | Items are only confidential if it is in the public interest for them to be so |

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| <b>The Board is asked to:</b> |
| Note and approve              |

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| <b>Summary of purpose and scope of report</b>  |
| <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&amp;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"> <li>• Provide updates and assurance and keep committee members informed and involved on patient engagement.</li> <li>• Highlight specific issues and proposals for the committee to note.</li> <li>• Address operational and implementation queries for committee members to engage with in between meetings, and to support the delivery of PPE.</li> </ul> <p>This report includes the following items:</p> <ol style="list-style-type: none"> <li>1. Engagement activities</li> <li>2. Engagement with people with Learning disabilities and the LGBT community</li> <li>3. Our engagement with the LBE</li> <li>4. Engagement activities with the Voluntary and Community sector</li> <li>5. A summary of the PPE Committee meeting held on 1 August 2017</li> <li>6. The Patient Reference Group meeting held on 7 September 2017</li> <li>7. Developments related to Patient Participation Groups (PPGs)</li> <li>8. PPE Leads meeting with NHS England held on 13 September</li> <li>9. Equality and Diversity update</li> </ol> |



Paper 1, 20/09//2017

Equality / Human Rights / Privacy impact analysis

Supporting documents: Ealing Healthwatch GP Access Survey (Appendix 1)

| Governance and reporting |                |         |
|--------------------------|----------------|---------|
| Committee name           | Date discussed | Outcome |
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**Q2 2017-18 - Patient and Public Engagement Report**

**1. Background information**

This report mainly covers PPE activity in Quarter 2 (Q2) of this financial year which includes the three-month period from July-September 2017. It also includes an update relating to future plans. 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.

**2. Engagement activities**

**Ealing Hospital Open Day:** In July we attended the Ealing Hospital Open Day. The attendance was excellent, with a large number of people attending the event. We held an information stall and promoted GP Access clinics, PPGs, On- line booking services, Integrated Care Team and other projects. Ealing Hospital exhibited its services and local community groups displayed their information. We also promoted and raised awareness for education and employment opportunities related to nurses and other healthcare staff. We carried out a short patient experience survey and completed 40 questionnaires. The feedback was largely positive regarding GP and Ealing hospital services. All the positive feedback about specific services and practices will be shared at our PPE meetings.

**3. Engagement with people with Learning disabilities (LD) and the Lesbian Gay Bisexual and Transgender (LGBT) community**

During this period we continued to develop a positive relationship with the voluntary and community sector. We carried out several meetings with LD and LGBT organisations and patient’s groups. These are the highlights from those meetings.



We arranged an introductory meeting with MENCAP Director and Chair. The outcome of the meeting was that they agreed to publicise, on their website, information related to our PPE work and our CCG's projects.

We also met the Power Group, one of the main support groups for people with learning disabilities in Ealing. They have designed a very useful website "Ealing Help" ([www.ealinghelp.org.uk](http://www.ealinghelp.org.uk)) with a lot of useful information for people with LD, including current and upcoming events in Ealing ("Events calendar"). As a part of this website there is a webpage for parents who have children 0-25, with a learning disability. The Power Group is also starting an adult health section on their website. People with learning disabilities told us that they would like to receive more explanation about their health condition when a patient presents or is referred for a new health condition and that the written material should always include an easy read version. The feedback received has been shared with relevant colleagues. This group will nominate their representatives for our new Patient Reference Group (PRG) for the Out of Hospital-Single Contract project and also our new Patient Engagement Reference Forum (PERF).

We met the Chair of the West London LGBT Forum. Our PPE and Equalities Manager was invited to attend their October meeting and give a presentation. Some of the questions put forward were related to our Out of Hospital, Single Contract project. The questions asked were: "How many LGBT patients are using community health services in Ealing? How will the new service satisfy the requirements of the LGBT patients?" We discussed the importance of using correct terminology for LGBT and transgender people. The feedback received will be shared with relevant colleagues and teams.

The West London LGBT Forum also has a Youth Club for 13-19 years olds, where young LGBT and transgender people can share their issues and experience.

#### **4. London Borough of Ealing Partnerships' Board meetings**

During this period we continued with our participation at the London Borough of Ealing Partnership boards' meetings. The partnership boards that we attended were:

##### **Out of Hospital-Single Contract programme**

Currently, one of our main CCG projects is the Out of Hospital-Single Contract project. Our Deputy Managing Director attended two partnership board meetings: the Carers' Partnership Board and the Older People Partnership Board. We provided an overview of the programme, the Patient Reference Group (PRG) established for this work and the next steps.

##### **LD Health subgroup**

The PPE and Equalities Manager attended the LD partnership board Health subgroup meeting in August. Several epilepsy care guidelines are out of date and this is a big gap. The subgroup members are considering talking to the GPs about Annual Health checks for people with LD. Members of the subgroup are also doing a Mortality review at present. The Annual report will be presented to the Partnership Board. The Council will organise the annual Big Health Check event on 5 December at which we will participate.

Paper 1, 20/09//2017

**The Older People and Long Term Conditions (LTC) Partnership Board** meeting in July agreed that they will establish a new Access group. The Falls Prevention Programme will have new leaflets, which will be available for comments in autumn. There are now courses that are designed specifically for people with dementia.

ECVS have a number of health champions for which The Council will provide training. They will work with individuals and also the community to promote healthy lifestyle.

We arranged a meeting with the Young People's services manager at the London Borough of Ealing to discuss engagement with young people. We will meet young people from the "Yes" project and two Youth Parliament delegates in Ealing in order to discuss this further.

#### **5. Engagement activities with the Voluntary and Community Sector (VCS)**

During this period we attended two meetings of the Disability Forum at the Centre for Independent Living. At the first meeting, held in July, our PPE and Equalities Manager gave a presentation to the Forum. The presentation was very well received. The presentation included information about PPGs, GP Access Clinics, Patient On-line GP booking system and other projects and initiatives. The Forum members found the information provided very useful and informative. The members were invited to nominate their representative for our new Patient Reference Group (PRG) Out of Hospital-Single Contract Programme. A lot of the discussion was centered on access to health services and transport issues. Another topic was related to young people with disabilities going through a transition period in their life, and being able to access services and employment.

At the second meeting held in September, the Improving Access to Psychological Therapies (IAPT) team gave a presentation about their work. We invited everyone to attend our AGM which was held on 20 September in Ealing Town Hall.

We also arranged a meeting with Certitude, the voluntary organisation which supports people with LD. Their most important project is "Treat me right". This project provides LD training to the hospital staff. Certitude have established a "Network of LD champions" from Ealing hospital's wards. LD awareness sessions are held in six London Trusts (Central and North West London NHS Trust, Chelsea and Westminster Hospitals NHS Trust, London NW Healthcare NHS Trust, Royal Free London NHS Foundation Trust, The Royal Marsden NHS Trust and West London Mental Health Trust). Certitude also produced a communication pack with information for people with LD.

We attended the Ealing MIND Network Committee meeting in August. Two members volunteered to join our new Patient Reference Group (PRG).

We also arranged a meeting with the community organisation "Each", which supports substance misuse service users, during their recovery period. They have a floating support service that helps people in the community. Apart from Ealing, they also cover Brent, Harrow, Hounslow and Hillingdon. Last year they had over 2000 referrals, 60% of their clients are from BME background. They have also set up West London Men's Health Network, to support gay men with health problems.

Paper 1, 20/09//2017

There is a new Alzheimer's Society branch for Ealing and Hounslow and we had a meeting with them in August. A very popular activity is the "Singing for Wellbeing" project and Table tennis for over 50. They will nominate their representative for our PRG.

We met with the Facilitator from Cancer Research UK, who is working with our GPs and other colleagues in our practices to increase an uptake of cancer screening, especially in Southall. Last year they carried out an audit in relation to the correct completion of the GP referral forms. Ealing was one of the best boroughs in London. They are teaming up with our McMillan GP, Dr Anna Downs, and plan to visit care homes and sheltered housing residents to raise awareness about early diagnosis of cancer and the importance of screening.

During this period we attended the Carers' Forum at the Carers' Trust twice at Sycamore Lodge in Acton.

We discussed access to GP appointments and the Carers' Strategy. The carers were pleased to hear that more appointments are available through GP Access clinics.

We attended the Summer Open Day at Sidney Miller Court, a sheltered housing scheme in Acton. We completed questionnaires about older people's services and raised awareness about projects and PPE engagement opportunities, including PPGs.

#### **6. A summary of the PPE Committee meeting held on 1 August 2017**

Our PPE Committee was held on 1 August. The Committee's membership was refreshed and new colleagues joined the Committee. The Committee received a presentation about the Carers' Strategy. The consultation is currently open and members were asked to send their comments to the Council. We reviewed the Committee's Terms of Reference. Further amendments will be discussed at the meeting in November. We also reviewed our Patient Engagement Reference Forum (PERF) and Patient Reference Group (PRG) Out of Hospital-Single Contract Programme Terms of Reference. The Committee agreed that both ToFR should be discussed and approved at the PERF and PRG meetings. Ealing Healthwatch presented a GP Access survey report. It was received very well by the Committee and everyone congratulated Healthwatch on this work. (Attachment/Appendix 1).

There is clearly an issue with access to GPs in Ealing, that the CCG has heard over the years, which this survey confirms. The Ealing Standard which has been commissioned was suggested as a good solution. The Committee wanted regular update on the progress of the Standard.

At this meeting we also heard the latest update on Prescribing Wisely-phase 1 activity, Self-care Programme review and a brief overview of the Primary Care Offer-Ealing Standard. This year's Health and Social Care Summit is taking place on 16 January 2018 and preparations have started.

#### **7. Developments related to Patient Participation Groups (PPGs)**

We have already started engaging with our PPG groups. A new PPG Plan will be developed in order to systematically engage and support our PPGs. The PPG Plan will be

Paper 1, 20/09//2017

part of our PPE Strategy 2018-21 and we have discussed this at our PPE Committee. This is on-going work. We will also ask PPGs from all seven GP networks to nominate their representatives for the Patient Engagement Reference Forum (PERF).

#### **8. Patient Reference Group (PRG)-Out of Hospital-Single Contract Programme**

On 7 September we held the first PRG meeting. The membership included patient representatives and also representatives from various community organisations including: Ealing MIND, The Alzheimer's Society, Prostate Cancer UK, Certitude (LD representative) and Ealing CVS. Our Lay member, lead on PPE and Quality, is the PRG Chair. Terms of Reference and Conflict of Interest forms were discussed. The group received a presentation about the Programme. Some of the issues/questions raised included: privatisation of the NHS and how we will ensure that the Single Contract is not given automatically to the private company; how we will monitor the quality of the service provided; how we will ensure that people with LD are well looked after by a new provider organisation. The feedback received from our PRG members will be a valuable source, which would help us to write the Business Case and ensure it is fit for purpose. The aim of the committee is to act as a critical friend and advise not only on the programme as it progresses but also advise on how to get the best out of the engagement work for the programme. The next meeting will be held on Thursday, 10 October.

#### **9. PPE Leads meeting with NHS England (NHSE)**

We attended the PPE Leads meeting with NHS England. We heard a presentation about Patient's Choice. It was noted that awareness among health professionals should be better and that they should be offering to their patients a choice of different providers. We were also informed that NHS organisations will be reporting on health inequalities. The guidance and information regarding this will be provided by NHSE.

#### **10. Ealing CCG Annual General Meeting (AGM)**

We held our AGM on Wednesday 20 September, in Ealing Town Hall, Victoria Hall. The event was very well attended with several community organisations and service users in attendance. The information stalls were held by Ealing Community Transport, Care Co-ordinators' team, Carers' Trust, Healthwatch Ealing, Ealing CCG and CWHHE PPE Team, West London MH Trust-Homeward and IAPT, Certitude and Ealing CVS.

#### **11. Equality and Diversity update**

**Pan-London E&D Leads Network meeting:** We attended Pan-London E&D Leads Network meeting. The Equality and Diversity Lead at Oxleas NHS Foundation Trust gave a presentation about a Workforce Disability Equality Standard (WDES). The WDES builds on the Workforce Race Equality Standard introduced in 2015. WDES will be embracing the concept of "Disability as an Asset". WDES is a tool that assesses NHS organisations on how they are helping and supporting people with disabilities in their career progression or making adjustments at the workplace. The WDES will assist NHS organisations to comply with the Public Sector Equality Duty. Our PPE work with BME, LGBT community, people with LD and physical disabilities enabled us to implement the requirements set up in the Equality Act 2010.



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Paper 1, 20/09//2017



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Paper 1, 25/05/2017



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Paper 1, 25/05/2017