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Title of paper Q3 (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

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 on patient engagement.
- Highlight specific issues and proposals for the committee to note.
- Address operational and implementation queries for committee members to engage with in between meetings, and to support the delivery of PPE.

This report includes the following items:

1. Engagement activities (Big Health Check, Out of Hospital-Single Contract workshop)
2. Our engagement with the LBE
3. Engagement activities with the Voluntary and Community sector
4. A summary of the PPE Committee meeting held on 12 December 2017
5. The Patient Reference Group meetings held on 10 October, 6 November and 24 November 2017
6. Developments related to Patient Participation Groups (PPGs)
7. NHS England rating for Ealing CCG PPE 2016/17
8. Equality and Diversity update



Paper:

Equality / Human Rights / Privacy impact analysis

Supporting documents:

Governance and reporting		
Committee name	Date discussed	Outcome
PPE Committee	27 February 2018	Approved

Q3 2017-18 - Patient and Public Engagement Report

1. Background information

This report mainly covers PPE activity in Quarter 3 (Q3) of this financial year, which includes the three-month period from October to December 2017. It also includes an update relating to future plans. During this period lay members, patients and service user representatives continued to remain involved in project steering groups, boards and implementation groups and CCG staff continued to support them as (and when) required.

2. Engagement activities

Out of Hospital-Single Contract Workshop

The workshop was held on 31 October in the Liz Cantell meeting room in Ealing Town Hall. It was attended by PPG members, PRG members, voluntary sector organisations, health professionals and members of the public.

Our aim was to test the principles of how future services would look and get patients and public’s views on what is important about how care is delivered. We also wanted to understand what would be important to residents about how the Single Point of Access (SPA) would work with patients and carers. We used the workshop to understand and capture feedback on how to describe the potential provider, in the Business case and we explained the next steps the feedback received contributed to shaping up our Business case and prospectus.

Big Health Check

This annual event for people with Learning Disabilities was held on 5 December 2017 in the Liz Cantell meeting room in Ealing Town Hall. The event was organised by the London Borough of Ealing and our CCG participated in the planning of the event. The main purpose of the event was not only to inform people with LD about services



Paper:

available to them, but also to receive their feedback about health services provided to them in Ealing. We held an information stall on the day and carried out the Survey. The questionnaire was developed jointly with Certitude, a voluntary organisation that supports people with LD. We asked people with LD whether they have been using local health services in Ealing, and if they have used them, which services they were using and what their experience was. The experience was both positive and negative. Some of the feedback included: information provided to people with LD should be available in an easy to read format, health professionals should communicate better with people with LD, staff should show more compassion and understanding of their health needs and the co-ordination should be better between different services. Positive feedback was received regarding the care and treatment provided in our GP practices.

The Community Ophthalmology procurement

Two patients' representatives participated in the procurement of the community ophthalmology service. The period of participation was between June and October 2017. They participated in the following:

- Membership of steering group and evaluation panel
- Evaluation of bids
- Site Visits
- Interview bidders
- Make recommendation to F&P regarding the outcome of the procurement exercise.

Ealing Parents' and Carers' Forum

On 12 October we met with the Ealing Parents and Carers' Forum. The main purpose of this meeting was to listen to parents about the issues they have regarding Bowel and Bladder service. The experience that parents have had was largely negative and there was a clear conclusion that the service needs considerable improvement. Main issues were related to the difficulties communicating with the service, and the service has not been responsive to the patient's needs. As a way forward it has been agreed to arrange another meeting in January to feedback to parents about actions taken and future plans.

3. 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:

Older people and Long Terms Conditions (OP+LTC) Partnership Board: At this meeting the West London Mental Health Trust (WLMHT) representative was concerned that it may be the case that older people with physical disabilities and long term conditions, who have functional mental health, do not receive the support required. Functional and organic mental health may occur in older people. WLMHT intends to meet with carers and service users of WLMHT to inform of specific plans for any future service. The discussion from this meeting will contribute to the preparation for a scoping process, to see what people need/want.

Since the Health and Well Being Board (HWBB) meeting, there has been a proposal to merge the dementia partnership board and the Older People & Long Term Conditions +



Paper:

Dementia Partnership board. Originally dementia was a part of the older people partnership board, but the dementia partnership board was set up separately three years ago to oversee the changes required in dementia care due to the shifting settings of care agenda. This work has been completed and is now part of the day to day operation. Some members objected to this proposal, as the issues addressed by people with physical disabilities and LTC might be overlooked, and the issues raised by people with dementia would take over the meetings.

Carers' Partnership Board meeting: At this meeting the LBE representative gave an update regarding the Carers' Strategy. We also received feedback about the Carers' Workshop organised by the Carers' Trust in October. More information about this workshop is stated in section 4.

LD Partnership Board- Health Subgroup: The main item on the Agenda was a discussion about the Big Health Check event that took place in December. A new LD Clinical Nurse, Chloe Donovan was introduced to the group.

4. Engagement activities with the Voluntary and Community Sector (VCS)

During this period we attended Ealing CVS Network meeting, which was held on 4 October 2017 at the Centre for Armenian Information and Advice in Acton. The meeting was attended by approximately forty community organisations and our colleagues from Ealing Council. Our presentation included information about PPGs, GP Access Clinics, Patient On-line GP booking system and other projects and initiatives.

In October we attended the meeting in Ealing Town Hall with Somali community organisations. The organisations represented at the meeting were: Golden Opportunity and Skills Development (GOSAD), Ealing Somali Welfare and Cultural Association (ESWCA), Neighborly Care, Acton Somali Elders and Horn of Africa Disability and Elderly Association (HADEA). This meeting was organised by Public Health. This was an opportunity for the Somali community to give us their feedback about services provided for them in Ealing. Common themes were access to services, especially for those who are vulnerable, language is a barrier and equality and diversity concerns about under-representation of the Somali community. Other concerns were difficulties accessing their health records and access to interpreting services. The community representatives have been reassured that all patients have the right to access their health records and that an interpreting and translation service is available in all our GP practices. They were advised to inform practice staff if they need an interpreter, so that practice staff can book an interpreter for them prior to the appointment.

A workshop was organised jointly by Carers' Trust and Ealing Council. The aim of the workshop was to obtain carers' feedback about four priorities stated in the new Carers' Strategy. The CCG helped to facilitate one of the focus groups which looked at different ways of supporting carers of all ages to stay healthy, mentally and physically.

In November we visited The Singing Group at the Greenford Community Centre. This is one of the Alzheimer's Society projects that encourage people with Alzheimer's and their carers to come and sing some of the tunes they are familiar with, from their younger days. The project helps in reducing the social isolation of the elderly and people with dementia and their carers. We promoted the flu campaign, GP Access clinics, Choosing Well repeat



Paper:

prescriptions and PPGs.

Also, in November we attended the Ealing Disability Forum at the Centre for Independent Living. A very powerful and inspirational patient story was presented by one of the younger people with disabilities, who was recently awarded a job at Virgin Media. He shared his determination to succeed and get the job, but also some difficulties in being offered one.

Age UK Ealing organised an event on 15 November "Keep warm and Well and be Better-Off this winter-Advice for Older People". Our colleagues from Age UK Ealing invited several community and statutory organisations and services to send winter related messages for older people. More than 50 people attended the event in Ealing Town Hall. We had an information stall on the day and we raised awareness about the flu campaign, GP Out of hours clinics, Choosing Well repeat prescriptions and the on-line booking system for GP appointments and as well as getting involved in PPGs.

5. A summary of the PPE Committee meeting held on 12 December 2017

Our PPE Committee was held on 12 December 2017. We reviewed the Committee's Terms of Reference. Further comments were received and the amended version will be presented at the next meeting in February. We also reviewed our Patient Engagement Reference Forum (PERF) Terms of Reference. The Committee agreed that PERF membership should include two independent patient representatives. The nomination form for PPG representatives will be sent out in January to all PPGs. Healthwatch Ealing presented their Patient Experience report.

6. Developments related to Patient Participation Groups (PPGs)

We continue with our engagement with our PPGs. We have attended PPG meeting in Barnabas Health Centre and we also met with the PPG Chair and PPG members at Mill Hill and Gordon House GP practices.

One of the issues raised was the communication with our PPGs. They told us that they would like to receive more information from our CCG regarding engagement opportunities, training and events.

As a result of their feedback we have developed the first edition of a PPG Newsletter, which will be produced monthly and distributed to all practices and PPGs. We are planning to arrange more meetings with our PPGs, and the practice managers, to discuss what kind of support the PPGs need.

7. Patient Reference Group (PRG)-Out of Hospital-Single Contract Programme

The aim of the committee is to act as a critical friend and offer advice not only on the programme as it progresses, but also to advice on how to get the best out of the engagement work for the programme.

In Q3 we held three PRG meetings (10 October, 6 and 24 November 2017).

At the October meeting the main discussion was about the workshop that was due to take place on 31 October 2017 in Ealing Town Hall.

At the meeting held on 6 November PRG members received feedback from the workshop held on 31 October. The PRG members had an opportunity to provide further comments



Paper:

and suggestions regarding the proposals.

At the meeting held 24 November PRG members discussed the Equality Impact Assessment of the Out of Hospital-Single Contract programme.

The feedback received from our PRG members at all those meetings will be valuable which would help us to finalise our Business Case and ensure it is fit for purpose.

8. NHS England rating for Ealing CCG PPE 2016/17

NHS England completed their annual review of patient and public engagement activities across all CCGs. This assessment followed the publication of the guide to annual reporting in April 2016 and the revised 2017 statutory guidance for CCGs and NHS England commissioners on Patient and Public Participation in Commissioning Health and Care. The assessment was done against the domains and criteria within the new 'patient and community engagement' indicator, which is a standalone indicator within the CCG Improvement and Assessment Framework (IAF). As such, it formed part of the overall CCG assessment in 2017/18.

Overall RAG rating for our Ealing CCG was "green", with 3 domains being rated as "outstanding" (A- involving the public in governance, implementing assurance and improvement systems and holding providers to account; C- explain public involvement in commissioning plans, promoting and publicising public involvement, assessing, planning and taking action to involve and providing support for effective engagement; and domain E- advancing equality and reducing health inequality). Domain B (demonstrating public involvement in Annual Report) was rated "good" and domain D (how we feedback to the public and evaluation) was rated "requires improvement".

NHS England has produced the Planning for Improvement Tool and they recommended using this Tool in order for CCGs to prepare for next year's assessment.

9. Equality and Diversity update

Together with other CWHHE PPE Leads and new Assistant Director for Equalities & Patient Experience, we are developing new Equalities objectives. This is ongoing work and will help us to identify areas that we need to concentrate on in the future.

The Pan-London Equality and Diversity Network meeting was held in October in Mile End hospital. One of the subgroups (Disciplinary group) recently held their meeting. The plan is to identify and share practices that seem to have a positive impact and reduce the inequalities seen between the numbers of white v the numbers of BME staff who enter the disciplinary process. This work of the working groups was welcomed but it was mentioned that they should not re-invent the wheel and to consider research that has been undertaken such as the Involvement of Black and Minority Ethnic Staff in NHS Disciplinary Proceedings report by Uduak Archibong, University of Bradford. It was suggested that a lot of recommendations from the above report would still apply and should be taken into account by the working group. The HRD network had an event focusing on Workforce Race Equality Standard (WRES) recently. There was general agreement that disciplinaries across all Trusts is high for BME staff and this will be prioritised as an action for London.

A non-profit charity organisation DisabledGo gave a presentation. They produced an access guide, a step by step description about how to get in to a building. Access guide



Paper:

can sit alongside the NHS Trust's information on the website. A number of surveyors are employed to undertake the surveys for interested organisations. An App is being produced in order to educate staff how to use guides. Competitive BrowseAloud web based demonstration was given. A number of NHS Trust's in London have signed up to DisableGo and anyone interested in the work of DisableGo should contact this organisation.

Disability Workforce Equality Standard (DWES) will be piloted in 4 to 5 organisations. Preparatory year will be 2018 and first set of data will be expected in 2019.

We are also contributing with other CWHHE PPE Leads to update our current equalities objectives. Together with other PPE Leads from NW London, we are participating in writing up the Equalities Annual report.



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