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Date	May 2018
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Title of paper	Q4 (2017-18) 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 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. <p>This report includes the following items:</p> <ol style="list-style-type: none"> 1. Engagement activities 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 27 February 2018 5. The Patient Reference Group meeting held on 12 February 2018 and PRG procurement training session held on 15 March 2018 6. Developments related to Patient Participation Groups (PPGs) 7. PERF development-update 8. Equality and Diversity- update



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Equality / Human Rights / Privacy impact analysis

Supporting documents:

Governance and reporting		
Committee name	Date discussed	Outcome
Quality and Safety Committee		
PPE Committee	8 May 2018	

Q4 2017-18 - Patient and Public Engagement Report

1. Background information

This report mainly covers PPE activity in Quarter 4 (Q4) of this financial year, which includes the three-month period from January to March 2018. 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

The Health and Social Care Summit-January 2018

The Health and Social Care Summit commissioned by the CCG was held on the 16th January 2018. The event was organised by Ealing CVS and was very well attended, by many local voluntary sector organisations. The meeting was opened by Tessa Sandall, Managing Director for the CCG.

The Summit covered a number of topics with the aim of understanding the role that the voluntary sector provides in supporting improved health outcomes.

The topics covered were:

- Increasing physical activity and reducing obesity
- Mental Health support for children and young people
- Promoting health Self-help and managing long term conditions
- Adult Services Better Lives Programme
- Tackling loneliness and social isolation
- Out of hospital Support Services

Each group agreed high level priorities for the year ahead.



The Wheelchair Service Users' Working group

We attended this meeting for the first time on 19 February. This group has a number of service users on a board and also the management company, AJM Healthcare. At this meeting we discussed a survey that the company designed to find out about issues relevant to the service users. However, services users expressed a concern that the survey is not fully anonymised. The company explained that the personal information about service users (home address and the postcode) would tell us which borough has the highest number of service users. This section will be discussed further. We promoted our PPG Newsletter and copies of our February issue were handed out at the meeting.

The Patient Reference Group (PRG) Procurement training session

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

Two hour training session took place on 15 March in Perceval House. It was well attended and everyone had an opportunity to ask questions about the procurement process. All members received relevant documents related to Out of Hospital-Single Contract programme, so they could prepare for the session in advance.

As some PRG members may participate in the procurement process, this session was valuable to prepare them for this task.

Learning Disability Working Group-Northwick Park hospital

This is a multidisciplinary group that meets quarterly in different hospitals in NW London. The main purpose of the group is to discuss all activities related to patients with LD facilitated by LD Specialist Nurse and the community LD team. At the meeting on 16 March, we discussed support material designed for hospital staff to help them to communicate effectively with LD patients. We also discussed individual experiences while using local health services. One of the most prominent issues that came up was regarding information and support for carers/parents. Two patient representatives agreed to participate in patient stories. They will liaise with the CWHHE colleagues from Integrated Care System team, who will videotape the stories. We also discussed Terms of Reference of this group and LD patient pathway.

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 Consultative Forum (OPCF)

The meeting took place on 19 March in Perceval House. Members found the PPG Newsletter informative. They also agreed to have an article in the next issue (April) about the OPCF. The group debated the purpose of the Forum and how it should communicate and feedback to the Older People and Long Term Conditions Partnership Board. The members were asked to specify exact time, date and other details when they raise various issues, as without these details it is difficult to take them forward and feedback to the Forum. It was recommended that if the Forum want to raise a specific concern, members should specify the exact time, date, provider and any other details in order to feedback to



Partnership Board.

LBE Career Services-School Partnerships and Enrichment Team

At the meeting in April of the School Partnerships and Enrichment Team we discussed how the CCG could contribute. It is designed to help and inform young people in primary and secondary schools in Ealing about career options and different roles they can pursue. It is an excellent opportunity for the CCG to build positive relationships with young people and to raise the profile of NHS jobs and careers.

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

VCS Grants Consultation

In February the LA and CCG held a Consultation event with the Voluntary sector after releasing consultation document. The event was well attended and chaired by the Local Authority. A number of questions have been raised about the level of the cuts to VCS grants as of April 2019, by the CCG and LA, and both organisations are cutting their contribution by 28%. Given the financial pressures of the CCG and the growing burden of disease, it is unfortunate but necessary to reduce contribution towards VCS grants going forward, in line with the reduction in percentage by the Council.

In addition to this Consultation event, the Chair was invited to a meeting with the Board of ECN and the leader of the Council to discuss the VCS Consultation.

Mental Health Forum

The MH Form took place on 22 February at St John's Church. The meeting was very well attended by various MH charity organisations and patient support groups.

Some of the aims of the Forum are to bring together a wide range of representatives from a range of organisations to promote and increase partnership working on local mental health issues, promote awareness, tackle stigma and support the coordination of information and services.

Meeting with Heartlink- Ealing branch of British Heart Foundation charity

On 22 March we met with Heartlink, Ealing branch of British Heart Foundation. It was a productive meeting and we have agreed on several actions to promote the CCG's projects and the charity's work for cardiac patients. One of their members volunteered to join our Patient Engagement Reference Forum (PERF), as an independent patient representative. We have published an article about this charity in our April edition of PPG newsletter.

Meeting with MENCAP-Young people engagement

An advert went out to young people inviting them to put their name forward for PERF. We have successfully recruited two young people who will join our PERF.

5. A summary of the PPE Committee meeting held on 27 February 2018

Our PPE Committee was held on 27 February 2018. We approved the Committee's Terms of Reference. The nomination form for PPG representatives for PERF has been sent out to all PPGs. The response from PPGs was excellent, as we have recruited PPG representatives from six out of seven GP networks.



6. Developments related to Patient Participation Groups (PPGs)

As a result of PPG's feedback the CCG developed a PPG Newsletter, which is published every month and distributed to all PPGs. The first issue was published in January 2018.

CCG members attended PPG meetings Elthorne Park Health Centre and Crown Street GP practice in Acton. Both meetings were very well attended. Crown Street PPG has large number of members with more than 40 members attending. They usually have speakers for their meetings. One of our GPS gave a presentation at their meeting in February, which was very well received. Elthorne Park PPG has elected their Chair and Deputy Chair and they will be buddying with another PPG in order to learn from their experience running a successful PPG.

7. Equality and Diversity update

Together with other CWHHE PPE Leads and new Assistant Director for Equalities & Patient Experience, we are developing new Equalities objectives across CWHHE. This is ongoing work and will help us to identify areas that we need to concentrate on in the future. Together with other PPE Leads from NW London, we have written the Equalities Annual report, which was published on our website in January 2018.



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