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Title of paper Q2 (2018-19) 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 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
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 21 August
5. The Patient Engagement Reference Forum (PERF)
6. Developments related to Patient Participation Groups (PPGs)
7. Equality and Diversity- update



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Equality / Human Rights / Privacy impact analysis

Supporting documents: Report is included below

Governance and reporting		
Committee name	Date discussed	Outcome
Quality and Safety Committee	21 November 2018	Approved
PPE Committee	21 August 2018 and 11 December 2018	Approved

Q2 2018-19 - Patient and Public Engagement Report

1. Background information

This report covers PPE activity from July to September 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

Annual General Meeting (AGM) 19 September 2018

The Ealing CCG held its Annual General Meeting (AGM) on Wednesday, 19 September 18 in Ealing Town Hall, Victoria Hall. More than one hundred fifty people attended the event.

This year Ealing CCG produced a short video about its work and projects. The video was very well received and it enabled the CCG to showcase its work and projects in an easy to understand, visual way. Seven community organisations, charities and NHS services/teams held information stalls.

They were:

1. Heartlink, a charity which supports patients with heart problems.
2. Certitude/Treat Me Right, an organisation that supports people with learning disabilities and raises awareness of their health and social care needs.
3. Golden Opportunities Skills and Development (GOSAD), a charity based in Southall, which helps young disadvantaged people to develop their skills and knowledge.



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4. Asian's People Disability Alliance (APDA), a user-led registered charity for Asian disabled people.
5. One You Ealing, the service which helps people take control of their health and wellbeing.
6. "Healthwatch Ealing", an independent consumer champion for health and social care in the borough.
7. Ealing CCG's Care Co-ordinators Team, a service which helps patients discharged from hospital to access health and social care services.

Ealing CCG also had an information stall at the AGM, where senior directors discussed commissioning intentions with the members of the public. It was an interactive session and members of the public were able to give us their feedback regarding ECCG commissioning plans.

The presentation from the event will be available on Ealing CCG website [www.eccg.nhs.net](http://www.eccg.nhs.net)

### **Ealing Diabetes Project**

This project has been designed to raise awareness of diabetes and how best to manage the condition. This includes:

- Supporting GP's and clinicians to help meet the needs of these patients with expert advice and training
- Improving uptake of patient education programmes for those with Type1/2 diabetes and those at high risk of developing diabetes
- Providing digital tools to support patients
- Improving foot care and awareness of foot checks
- Mental health care for people living with diabetes

Ealing Diabetes Transformation Team has successfully recruited one patient representative to the NW London Patient Advisory Panel and Ealing Diabetes Implementation Group. Outputs from Ealing Diabetes Implementation Group feed into the wider NW London Patient Advisory Panel. Patient representatives play a key role in driving the programme to benefit our patients living with diabetes.

On 8 July Community Diabetic Team, led by Dr Eva Clemente, GP Diabetic Lead attended the community event at the Amman Temple in Ealing. The team raised awareness about prevention, care and treatment of Diabetes.

### **Wheelchair Service Users' Group (23 July)**

The meeting took place at St Charles hospital. Some of the items discussed at the meeting were:

1. Repairs and waiting times: The Chair and Westminster Disability Action Group had received complaints from service users that are experiencing difficulties with repairs, supply of wheelchairs and parts. AJM Operational Manager will investigate complaints received.
2. Wheelchair passport: It was agreed that a quick Reference user guide would be useful to service users. A laminated A5 quick guide would include basic details of the wheelchair, e.g. Size of wheels, castors, weight and other details.
3. Feedback was provided relating to recent engagement work carried out by all eight PPE Leads across NW London about equality objectives. The Chair expressed interest in



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contributing to this work, specifically relating to wheelchair service users' issues and equalities. Following this meeting, the Chair provided feedback and suggestions on proposed Equality Objectives for NW London and Ealing by contacting the Assistant Director for Equality & Patient Experience.

### 3. **Our engagement activities with London Borough of Ealing (LBE)**

During this period a number of Partnership Boards and subgroups took place. The CCG was represented at the following meetings:

**LD Partnership Board-Health Subgroup (5 September):** The meeting took place in Perceval House and it was attended by people with LD as well as health and social care professionals. The following items were discussed:

- 1. Greenford Lodge:** Three new supported housing units will be opened soon. These units will accommodate people with challenging behavior.
- 2. Certitude "Treat me Right"** project was shortlisted for a national award for the work they do in raising awareness about LD in Ealing and wider. The representatives attended a reception in House of Commons. One of their achievements includes extending the number of safe places for people with LD. One of the new safe places is located at Perceval House.
- 3. A community event "Spectacular"** organised by the Power Group took place in the summer. The Power Group is a community group that supports people with LD. The event was a big success, with more than 140 people attending the event.
- 4. Health passports:** These have been finalised and will be available to use by all health professionals in NW London hospital Trusts. The LD Lead Nurse is organising specific training for hospital and community health services staff to become LD champions. This training will help to raise awareness about health passports and about issues that people with LD might have, while using local health services.

At this meeting ECCG provided information about changes at Alexandra Avenue Health Centre, Health Help Now app, PPGs and PPG Newsletter. Copies of the August issue were distributed at the meeting.

**LD Working group (17 July and 10 September):** At these meetings items discussed were:

- 1. LD Awareness Week (18-24 June):** During this week, an information stall was held at Northwick Park Hospital. More than 18 members of staff signed up to become LD champions on their ward/department.
- 2. Health passport for people with LD:** Ealing CCG arranged a presentation about health passports at one of the upcoming Practice Managers' Forums and Practice Nurses' Forums.

**Older People Consultative Forum (17 September):** The OPCF is a LBE Forum which meets bimonthly to discuss various issues related to local health and social care service for older people in Ealing. Issues discussed at the Forum feed into Older People Partnership Board.



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Some of the items discussed at the meeting were:

1. **Voluntary and community sector (VCS) grant programme:** The grant programme is currently under way.
2. **Healthwatch Ealing:** Healthwatch Ealing is currently carrying out Patient Experience surveys with users of the Falls Prevention Service. "Strength and balance classes" will continue but patients will have to pay £3.50 for the 45 minute sessions. There are many locations in Ealing where this service is provided. We will promote the service in our PPG Newsletter, so that people are aware of the locations available in Ealing.
3. **Member's issues:** One of the members had transport arrangements issues, as he had to wait four hours for transport to arrive. He had an appointment in Ealing Hospital and would like to talk to Patient Advisory and Liaison Service (PALS) to address this issue. PALS telephone number was provided at the meeting.

The CCG provided information about

- Changes to Alexandra Avenue Health Centre,
- Location of Out of Hours GP clinics in Ealing
- "Health Help Now", new free app available for patients registered with Ealing GPs.

At the meeting, the Ealing CCG representative was commended for providing useful information to the group.

**HIV Community service procurement:** On 24 September 2018 Public Health organised a user event. Ealing Council is procuring a new service to provide support for people living with HIV in Ealing. At this event organisations who were bidding for this tender, were asked to present their service models to the audience for about 10 minutes. Each organisation presented their models separately. Ealing CCG was invited to attend the event. Other participants were Healthwatch Ealing and patients who are using the service.

**Ealing Parents and Carers Forum (EPCF) and Ealing Service for Children with Additional Needs (ESCAN) meeting (Monday, 24 September)** Ealing CCG attended this meeting. Some of the items discussed at the meeting were:

Ealing Special Educational Needs and Disability (SEND) Participation draft Strategy, EHCP Patient Experience Survey (produced jointly with the ECPF) and an update from MENCAP. Further engagement work will be developed with Youth Parliament. ESCAN will organise an annual Focus group with carers and young people, to find out about their experience using the service. The findings from the Survey will be shared at a future meeting.

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

**Parkinson's UK Patient and Carer's Support group (13 July):** In July Ealing CCG visited this patient and carers' group. The group's newsletter, which is aimed at carers and people with Parkinson's, has been included in September's PPG newsletter. The group received information about Out of House GP clinics, On-line patient services and how they can order repeat prescriptions. They also nominated one of the carers, who will join ECCG Patient Engagement Reference Forum (PERF) from September.



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**Middlesex Association of the Blind (16 July):** One of the actions from the PPE Committee was to develop links with the community organisations that support people with visual impairments. This group meets at William Hobbayne Centre. The information material provided at the meeting was printed in large format and we provided information about Out of House GP clinics, PPGs and other opportunities to get involved.

**NW London LGBT Forum (23 July):** The meeting was attended by LGBT representatives, Metropolitan Police, SPECTRA representative, a voluntary organisation which supports the LGBT community. It was noted that hate crime is largely unreported in Ealing. Posters will be displayed by Metropolitan Police to raise awareness about it and to inform people how they can report any hate crime witnessed. ECCG provided information about Out of Hours GP clinics, GP appointments on-line, PPGs and the upcoming AGM in September.

**5. PPE Committee meeting (21 August 2018)**

The PPE Committee meeting was held on 21 August 2018. Some of the subjects discussed at the meeting were: Volunteer's Recruitment and Reimbursement Policy, PPE Strategy-Action Plan, Equality Objectives and Unplanned Care. Ealing Healthwatch provided an update about their work and a new CVS representative joined the Committee. A new PPE Action Plan was presented and the Committee members were asked to send their feedback and comments to PPE and Equality Lead. The Communications Team provided an update about their work.

**6. Patient Engagement Reference Forum (PERF)**

On 11 September PERF held its second meeting in Perceval House. Fifteen members attended the meeting. New PPG representatives included an LGBT representative from SPECTRA and two carers' representatives. There were presentations about Health Help Now and Ophthalmology procurement. PERF members were asked to review a sample of the materials being considered for use during Self-care Week. PERF members agreed that ECCG's Lay member would be asked to continue chairing next few meetings. Since this meeting, one of PPG representatives volunteered for a PERF Vice-Chair position. One of LD representatives also volunteered to shadow the PERF Chair and learn new skills.

The next meeting has been scheduled for Tuesday, 4 December.

**7. Patient Participation Groups (PPGs)**

In Q2 we carried out visits to four PPGs. They were Featherstone Road Health Centre, Goodcare Practice, The Medical Practice and KS Medical Centre. At all of those meetings, the main topic was the recruitment drive and how to increase membership. We explored different methods and what PPGs should be doing to raise their profile in their community. They all found the PPG Newsletter helpful and informative. Belmont PPG nominated their representative on PERF, who will join PERF from September.

We published PPG Newsletters in July, August and September. All three issues were sent to Practice Managers for distribution to PPGs.





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## 8. Equality and Diversity update

**Equality Objectives update:** Together with other NW London CCG's PPE Leads and the Assistant Director for Equalities & Patient Experience, we are developing new Equalities Objectives across NW London. This is ongoing work and will help us to identify areas that we need to concentrate on in the future. We have shared the Generic Equality Objectives for NW London with PERF and asked for their feedback. The Assistant Director for Equalities & Patient Experience was invited by HEAR (Equality and Human Rights Network) to talk about our engagement co-design work on Equality Objectives in NW London at an event which was held at the City Hall on 7 September. The NW London presentation was one of four good examples of equality work. We were able to demonstrate how we worked with the community and voluntary sector organisations to ensure that our and the community aspirations are met.

We envisage that through co-design we will create 'do-able' Equality Objectives that are likely to have the greatest impact in reducing health inequalities.

NW London CCG's will be working on creating an Action plan to implement.

**Pan-London E&D Network meeting (25 June):** There was a presentation by Queen's Hospital, E&D Lead regarding their recent workshop on how the Network should develop in the future on behavior and communication among its members. Some of the ideas captured at the meeting were: to avoid acronyms, be open, to share skills and learning. Some of the methods mentioned to use to improve communication between the Network meetings were: face to face meetings outside Network meetings, partnering with other public sector organisations, up to date contact list, so colleagues can email each other instead of sending emails through a central contact. Everyone agreed that all members should take ownership and responsibility for the success of the Network. The members should also look for innovative ways of working, and work collectively and in partnership.

**Equality Delivery System 2 Refresh Workshop (4 September)** was organised by NHS England at the Tower Hotel. Patient and Public Engagement and Equality and Diversity Leads attended the event. They gave their feedback on a proposal to change current EDS2 into EDS3.