



Paper: 7d

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Title of paper Q1 (2018-19) PPE Report

Presenter	Boba Rangelov, PPE and Equality Manager				
Author	Boba Rangelov, PPE and Equality Manager				
Responsible Director	Tessa Sandall				
Clinical Lead					
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 (Item 2)
2. Our engagement with the LBE (Item 3)
3. Engagement activities with the Voluntary and Community sector (Item 4)
4. A summary of the PPE Committee meeting held on 8 May 2018 (Item 5)
5. The Patient Engagement Reference Forum (PERF) (Item 6)
6. Developments related to Patient Participation Groups (PPGs) (Item 7)
7. Equality and Diversity- update (Item 8)



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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	15 August 2018	
PPE Committee	21 August 2018	

Q1 2018-19 - Patient and Public Engagement Report

1. Background information

This report covers PPE activity from April to June 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

Cervical Cancer screening campaign

During Q1 we actively promoted the campaign among the community and GP practices. The promotional material was available in different formats, and translated material was used for BME communities.

We promoted the campaign at the following events: The Volunteer’s Fair, The Carers’ Open Day at Sycamore Trust in Acton, Diabetes Integrated Care in Southall Town Hall, Ealing Community Network, Northwick Park Hospital Open Day, General Practice Nurses’ and Practice Managers’ Forums, Vishhwa Hindu Temple in Southall, Refugees Mental Health Forum organised by Golden Opportunities Skills and Development (GOSAD) (for Somali women), LD Awareness Week (in Ealing Broadway Shopping Centre).

We also had an article about the campaign in July’s edition of the PPG Newsletter.



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

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

London Borough of Ealing (LBE) Career Services-School Partnerships and Enrichment Team

At the meeting in April with the School Partnerships and Enrichment Team we discussed how the CCG could contribute to the conference which they planned to organise in Villiers High School on 11 July. The main aim of the conference was to inform young people about different job opportunities when they are considering their career pathway. It was an excellent opportunity for the CCG to build positive relationships with young people and raise the profile of NHS jobs and careers. Ealing CCG had two employees from the Finance Team who participated on the day. Their feedback was very positive after the conference, as they raised awareness about our organisation and their roles.

Carers' Partnership Board

The main agenda item at June's meeting was an update on the Carers' Strategy. The Strategy is now in its final stages. The Board concluded that still more work needs to be done regarding identification of the carers. In terms of Direct Payment 195 carers in Ealing are receiving Direct Payment and 51 carers are receiving a small carers' grant, which is £150 a year. The Carers' Trust held four carers' awareness sessions for Healthcare Assistants and Practice Managers. They are working with the GP practices to identify "Carers' Champions". There is an issue about the level of information provided to external organisations from the carers' register. This will be taken forward by LA and they will liaise with the Practice Managers to clarify this. The Carers' Trust has appointed a new specific outreach worker and a fundraiser.

There is Mental Health Carers' Support Group in Ealing, and they have their meetings in Acton. Mental health carers' representative said that there is a very little support for them in the community and they often receive a short notice for respite care.

Older People Consultative Forum (OPCF)

The OPCF meeting took place on 25 June in Perceval House. There was a discussion about use of digital technology in the NHS, AS members found it quite difficult to use it (e.g. check-in machines in GP practices and hospitals). The Forum agreed to invite a representative from NHS Digital team to one of their meetings, to talk about use of digital platforms in the NHS.

Dementia Concern gave an update on the current changes in the organisation and they provided an overview of the current projects. Dementia Concern secured Lottery funding for Dementia café for this year. A new database will go live in next couple of weeks and it will be remotely accessed by staff (for patients who are discharged). A new CEO for Dementia Concern will start in July.

Members commended the PPG Newsletters and they found them informative and interesting. As the OPCF would like to increase their membership, they will submit an



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article for the next PPG Newsletter, which will be distributed in July.

LBE Mental health engagement activities

HeadsUp project, which is run by Ealing Mind, provide support for the involvement of service users in developing and running mental health services. They have 282 members, run forums in Primary Care, Recovery Teams and inpatient units, and have supported 11 service users to be involved in recruitment of staff at West London Mental Health Trust. As well as 66 people getting involved in opportunities to be part of transformation meetings and groups, the network now has its own committee run by service users, and has a large following by e-mail and Twitter.

The Mental Health Forum, which is run by Ealing CVS, has continued to be a platform for people to come together and address issues with mental health and wellbeing in Ealing. 108 organisations are represented across voluntary, community, independent and statutory sector. 216 people subscribe to the Forum. It meets quarterly with an average attendance of 40 people and so far this year has covered autism and ADHD pathways, refugee mental health, BAME groups and access to mental health services and employment support. The diverse attendance includes people from non-mental health services such as Job Centre+.

'Wecoproduct' is a social firm run by people with lived experience of mental health needs. It supports coproduction, and West London Mental Health Trust work alongside them and other stakeholders on major transformation areas, most recently setting new standards for inpatient care and evaluating against these.

LBE community engagement activities

Home Care Co-operative is a group of local people who meets together to look at setting up a Home Care Co-operative. This is in very early stages but there have been a number of meetings made up of people with disabilities, carers and people who have set up co-ops in other areas. The group is looking for new members to join so they would welcome anyone interested in getting involved. We will promote this project in August's PPG Newsletter.

Jobs Fair at Ealing Town Hall brought a range of employers together to provide information about job and training opportunities with specific reference to people with disabilities and mental health issues.

The Women's Wellness Zone Open day: This is a 'One Stop Shop' that caters for women aged 18 or over with multiple, complex needs. They work with women who are experiencing problems in three or more of the following areas: mental health, substance misuse, prostitution or trafficking, domestic abuse and offending behavior.

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



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Ealing CCG attended Ealing Advice Forums in June and July, and also Ealing CVS Network meeting on 20 June in Southall. In June's Ealing Advice Forum, the main discussion was about setting up new equality objectives for Ealing. It was a productive discussion, and the feedback received will be included in the final report.

A very interesting workshop took place in Southall at the Refugee Mental Health Forum. The workshop was organised by Golden Opportunities Skills and Development (GOSAD) with the Somali community. We discussed barriers that refugees are facing every day when accessing local health services. The main issues raised were: health professionals not understanding the cultural needs of Somali community, language barrier, community not being informed about health services available for them. There is a lot of stigma regarding mental health and people feel scared to disclose problems they have as they are not sure how their issues will be taken forward. Some of the recommendations made on the day were: Training for staff to be able to understand cultural needs of BAME communities better, more funding for Somali counselors, information to be available in different languages, health professionals to be more patient with the patients during their appointments, as they might need more time to explain their problems, carers need more support, refugees feel very often isolated. They also said that they found "Talking therapies" (IAPT) helpful. There will be a report from this workshop, which will be shared with relevant organisations.

5. A summary of the PPE Committee meeting held on 8 May 2018

The PPE Committee meeting was held on 8 May 2018. The Committee approved Terms of Reference. The nomination form for PPG representatives for Patient Engagement Reference Forum (PERF) was 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. Patient Engagement Reference Forum (PERF)

On 12 June PERF held its first meeting in Perceval House. The members are PPG representatives, Healthwatch Ealing, CVS Ealing, young people with LD, Heartlink representatives, NW London CCGs Communications Team and Ealing CCG representatives. The main topic of this meeting was regarding equality objectives. PERF members agreed that Ealing CCG Lay member, Lead on PPE and Quality, chairs the meetings until they nominate their own chair. Deputy Managing Director gave an overview of the Ealing CCG and members had an opportunity to ask questions related to the CCG's work and projects. The second meeting has been scheduled for Tuesday, 11 September. We will also recruit carers representatives for PERF. Other colleagues and representatives will be invited to the meetings, as required and agreed with the Forum.

We continue to recruit members from groups not currently represented on PERF.



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7. 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. We have promoted the Newsletter at the Practice Managers' Forum in June and encouraged PMs to share the Newsletter with their PPGs.

In Q1 we carried out visits to three PPGs. They were Lady Margaret PPG, Hanwell MC and Belmont MC. At all those meetings, the main topic was the recruitment drive and how to increase numbers. We explored different methods how to recruit more PPG members and what PPGs should be doing in order to raise their profile in the community. They all found PPG Newsletter helpful and informative. Belmont PPG nominated their representative on PERF, who will join PERF from September.

8. 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.

NW London CCGs organised three Workshops to discuss equality objectives for the next four years. The workshops were held in June in Hillingdon CCG, MBR offices (H&F, Central and West CCGs) and Hounslow CCG. Hounslow CCG Workshop was a joint event with Ealing CCG. The feedback received from those three workshops will be incorporated in the final Equality Objectives report. The equality objectives were also discussed at the PERF meeting on 12 June and also at the Ealing Advisory Forum in June.