



Paper:

Date Wednesday, 20 February 2019

Title of paper Q4 (2018-19) PPE Report, October-December 2018

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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:

- Engagement activities
- Our engagement with the LBE
- Engagement activities with the Voluntary and Community sector
- A summary of the PPE Committee meeting held on 11 December
- The Patient Engagement Reference Forum (PERF)
- Patient Participation Groups (PPGs)
- 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 Patient Safety Committee	20 February 2019	For noting
PPE Committee	28 February 2019	

**Q3 2018-19 - Patient and Public Engagement Report**

**Background information**

This report covers PPE activity from October to December 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.

**1. Engagement activities**

**Self-care Week campaign**

This is a national campaign when patients and health professionals join forces to raise awareness about healthy lifestyles and looking after your own wellbeing. This year's Self-Care Week took place between 12 and 18 November 2018. PPGs across the borough took part by organising awareness sessions in their own practices.

This year a number of key areas were identified that reflected both ECCG and Health and Care Partnership priorities. These were

- Falls Awareness – including Strength and Balance exercises
- Keeping Well in Winter – how to use local services effectively
- Healthy Eating – including information about diabetes and how to manage the condition
- Cancer Awareness

A number of campaign resources were identified and these were taken to the Patient Engagement Reference Forum (PERF) at their September meeting for them to review and comment on. As well as commenting on the usefulness of the resources, the PERF also provided feedback and suggestions on other groups that might be involved in any campaigns.

Patient Participation Groups were invited to participate in Self-Care Week by running an event at their practice. This could take the form of a coffee morning, a self-care awareness session or



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any other activity that the practice felt would promote and support self-care. Nine PPGs ran events in and around Self-Care Week. These were

Barnabas Medical Centre  
Corfton Road Surgery  
Eastmead Surgery  
Greenford Avenue Family Health Practice  
Greenford Road Medical Centre  
Hillcrest Surgery  
Hillview Surgery  
Lady Margaret Road Surgery  
Mill Hill Surgery

These were manned by PPG members who handed out information. The feedback from public and patients was very positive.

Some of the comments were: “people rely more on their GP then trying to help themselves with simple things”, “the more we encourage people to look after themselves the better”, “antibiotics are used too much, when not really needed”, “older people very often don’t want to use a walking stick, but it is a risk and could cause a fall”, “Strength and Balance programme was very useful”.

It was encouraging to see such a positive response and support from the practices and PPGs, in organising and promoting the campaign.

In addition there were activities carried out by our Voluntary and Community Sector partner organisations. Full details of the activities carried out are contained in Appendix 1- Self Care Week Report

### **Atrial Fibrillation (AF) Awareness Week**

This year AF Awareness Week took place between 19 and 25 November 2018. Two successful awareness events were held in Ealing at the Gurdwara Sri Guru Singh Sabha in Southall and at Perceval House, to help promote the ‘Detect, Protect, Correct and Perfect’ campaign. These events aimed to inform members of the public about AF and highlight the need for better detection and management which reduces people’s chances of having a stroke.

The AF Awareness events were a joint initiative involving Ealing CCG, LBE Public Health Team, LNWUH Community Cardiology Nurses, Imperial College Health Partners, One You Ealing, Southall Community Alliance, and volunteers from Upbeat Heart Prevention & Patient Support Group.

Approximately 50 people had their pulse checked at the Perceval House event, and around 200 at the Gurdwara Sri Guru Singh Sabha event. More than 10 people were found to potentially have AF. These were given advice and a referral note to take to their GP. Members of the local community gave really positive feedback on the Kardia devices which are used to detect potential AF, and appreciated the information given by the local Community Heart Failure Nurses who provided guidance to people on their pulse check results. The Upbeat volunteers who came to both events worked tirelessly to test the community members and we would like to



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thank them in particular for giving up their time to help make the days so successful.

Further AF awareness events are being planned for the New Year.

### **Heart Failure Patients Focus group**

On 18 October 2018 the Community Heart Failure Team organised a focus group for Heart Failure patients at Hanwell Health Centre. More than 40 patients and carers attended the session. There were presentations from Dr Gajen S Kanaganayagam, the Heart Failure Consultant at Imperial College, Heart Failure Nurses, Cardiac Rehabilitation Team and a member of the Improving Access to Psychological Therapies (IAPT) on how to manage your anxieties and stress.

During the session the patients heard about the current Heart Failure service and also had the opportunity to ask questions about their heart condition. The report from the session will be shared with ECCG staff and relevant patient groups and stakeholders.

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

The CCG was represented at the following meetings:

### **Older People and Long Term Conditions Partnership Board**

At the meeting on 4 December 2018, colleagues from Public Health presented a report on Frailty and Falls. Although health and social care services are doing a lot to prevent falls of the elderly population, it was identified that some of the potential causes of falls include uneven pavements, overgrown trees and bushes and other environmental factors. This issue was raised by wheelchair service user's representatives and they asked for more work to be done regarding those factors.

### **Learning Disabilities Partnership Board-Health Subgroup**

The meeting was held on 5 December 2018. Some of the topics discussed at the meeting were planning the 2019 LD annual event. The event has a new name and will be known as "The Health Event" (previously known as "Big Health Check"). This year's event will be more interactive and will have a similar format to "Spectacular" the successful LD event that was run in the summer. The Power Group, Ealing's Learning Disability support group is leading on this event. A new LD Health Passport has been developed and promoted widely through different organisations and stakeholders, including ECCG. An article about the LD Health Passport was included in one of the GP Weekly Updates and the LD Specialist Nurse is liaising with ECCG Care Co-ordination Team to promote it through their work.

Together with Certitude, Impact Theatre, Greenford National Autistic Society and Ealing Mencap, London NW University Healthcare Trust LD Team promoted LD Health Passport at Ealing Town Hall on 5 December 2018.

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

### **Ealing Community Voluntary Services (CVS) Network**

A meeting was held on 3 October 2018 at the Information and Advice Centre for the Armenian Community in Acton. ECCG promoted; Winter campaign, Extended GP Hours Centres, GP On-line

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service, PPGs and a new App “Health Help Now”. Flyers and cards were distributed at the meeting. Positive feedback was received from various community organisations about Health Help Now App. Ealing CVS is also promoting the Winter campaign via their website and Health Bulletin.

A meeting with Advice Plus, a charity organisation in Ealing that provides information and advice for residents in Ealing was held on 6 November 2018. This organisation runs a weekly Advice Plus Service from the Ealing Lido Centre and on Wednesdays, they run a number of advice services under one umbrella. Organisations that participate are Shelter Housing, Each Counseling Services, Do\$ Money Advisory Service that covers Universal Credit help and Advice, Housing benefits Advice, including Disability Benefits.

They also run a Digital DIY Session in the afternoon, including on-line courses with Learn My Way. As well as the above they work collaboratively with ESAS/Age UK, Shaw Trust, Ealing Foodbank and Ealing Council. Partner services are Catalyst Housing, Inquilab Housing, Golden Opportunities Skills and Development (GOSAD), and Ealing Council

#### **International Day of Disabled People at Asian People Disability Alliance (APDA)**

ECCG participated in this event on 6 December 2018 at APDA Day Centre. It was attended by more than 50 people with disabilities, their carers/family members, ECCG PPE and Equality Manager gave a presentation about PPGs, Winter Campaign, Cervical Cancer screening, Prostate Cancer Screening and Health Help Now app. Advice was given on how attendees can get involved in ECCG and GP practices. Healthwatch Brent was also present and provided information about changes at the Walk-In Centre in Wembley.

#### **Somali’s Women’s Group**

ECCG gave a presentation and held an information stall at Golflinks Community Centre on 7 December. This group meets on Fridays at the Centre. It was an excellent opportunity to raise awareness about Extended Hours GP Clinics, Winter campaign, cervical cancer screening, GP On-line services, PPGs and other campaigns and ECCG work and projects. This is the first visit to this group and more visits will be organised in the future. On the same day, the Chinese community group had one of their activities, so they received information as well. They also said that they are satisfied with the GP services provided to them.

#### **4. PPE Committee meeting (11 December 2018)**

The main presentation was on Patient Pathways Transformation Plans, presented by Catherine Williams, Head of Service Transformation at ECCG. The Committee also received an update about PERF, Equality Objectives and ECCG Action Plan. Three latest editions of the PPG Newsletter were handed out to the Committee for information. The feedback from the practices and PPGs about the newsletter continues to be positive. Ealing CVS and Healthwatch Ealing provided an update about current work. Ealing CVS gave an overview of the work from the Health Champions and a full report was requested for the next meeting.

#### **5. Patient Engagement Reference Forum (PERF)**

On 4 December 2018 PERF held its third meeting in Perceval House. The meeting was very well attended with twenty four members in attendance. There were new PPG representatives including members from Eastmead, Broadmead and Chiswick Family Practice. There were presentations on Quality Innovation Productivity and Prevention (QIPP) and Ealing Community Transport. PERF



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members were asked to send any new QIPP ideas to the ECCG Governance Team. The Primary Care Team gave an overview of their current work.

The next PERF meeting will be held on Tuesday, 12 March 2019.

## **6. Patient Participation Groups (PPGs)**

In Q3 PPE and Equalities Manager carried out visits to eleven PPGs. They were Barnabas, Featherstone Road Health Centre, Mill Hill, Eastmead, Lady Margaret, Hillview, Hillcrest, Greenford Road, Greenford Avenue, Corfton Road, Chiswick Family Practice and Elthorne Park Health Centre. The main topic for discussion was the Self-care Week campaign. A separate meeting was organised at Lady Margaret GP Practice when the practice staff, one of the PPG members and PPE and Equality Manager developed an Action Plan to recruit more PPG members. At Mill Hill's PPG Open Morning session, we recruited five new PPG members and promoted Self-care week. We explored different methods to raise awareness about PPGs in their community. They all found PPG Newsletter interesting and informative. Belmont PPG nominated their representative on PERF.

Since the last report, ECCG published three new editions of PPG Newsletters, October, November and December. All three issues were sent to Practice Managers for distribution to PPGs.

## **7. NW London PPE Activity**

### **GP Extended Hours Service Survey Report**

Across England, the NHS aims to offer patients with more access time to see their local GPs within their boroughs. Throughout North West London boroughs (NW London), all patients now have the opportunity to access GP extended hours service. In other words, a number of appointments are made available to patients from Monday to Friday normally 6pm to 9pm or over the weekend generally from 8am to 8pm.

In order to understand the effectiveness and the value of the additional capacity, the NWL engagement team worked to survey users through face to face and paper surveys over the period of June 2018 to October 2018. Over 1800 responses were received, across NW London, inclusive of qualitative feedback from staff and two focus groups organised by the BME Health Forum.

Of these 1800 responses, 448 were from Ealing services users.

Some of the key headlines of the survey suggest that:

- Respondents to the survey were wide ranging in ethnicity and age and representative of the local population.
- Although there has been a lot of communication about the hubs, with posters at the practices, NWL wide comms campaigns and national comms campaigns, the knowledge of the existence of the hubs is still patchy, and patients only really know about the hubs when they are given an appointment or signposted to the hubs via 111 or the UCC. The survey suggests around 50% of the population know about the hubs.
- There are a number of reasons for this, including that practice staff do not always offer the appointments, and that the posters across NWL for various schemes are all the same format and colour and therefore patients miss the message in the poster.





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- 100% of service users that have attended the hubs have reported a good or excellent service and would want to see it continue.
- Respondents felt that it was valuable to have the range of appointments available outside of working hours, with evenings being very popular.
- Many patients have reported that they feel continuity of care is important and therefore would prefer to wait for an appointment at their own surgery.

The report from this survey is supporting the decision making for the future of the Extended Access Hubs.

### **NW London Comms and Engagement**

The Ealing Twitter Account is active <https://mobile.twitter.com/ealingccg>

Tweets during Q3 have included

- support for campaigns such as Flu, winter health messages, world diabetes day, self-care week and cervical screening
- Digital Citizen Education Programme training events
- Publicising Apps including Health Help Now and Mum and Baby

## **8. Equality and Diversity update**

**Equality Objectives update:** This is ongoing work and will help us to identify areas of health inequalities that ECCG need to work on over the next four years. At the PPE Committee meeting held on 11 December 2018 the first draft of Equality Objectives was presented and Committee members were asked for their feedback. More information about this work will be included in Q4 report.

On 29 November 2018 the Consultation Institute provided training about Equality Impact Assessment (EQIA) for NW London PPE Leads. The main aim of the course was to ensure participants have a good understanding of how Equality law is applied to change management, engagement and consultation scenarios and how to deliver the plan to undertake Equality Analysis for a programme/project. Also, it aimed to teach participants how to deliver the plan, ensure they have undertaken the right research and involved the right people.

The launch of NW London Collaboration of CCGs Black and Minority Ethnic Communities (BAME) took place on 12 December 2018 at Newman Street offices. It was very well attended by staff from all eight NW London CCGs. There were presentations from Mark Easton, Accountable Officer, NW London Collaboration of CCGs, Diane Jones, Chief Nurse and Director of Quality and former Brent CCG Chair Ethie Kong. The Network meetings will commence its work in the new year.

## **9. Future Plans**

### **Ealing Diabetes Project-Diabetes Structured Education- update**

Attendance to Diabetes Structured Education (SE) remains low in Ealing. In year 2017/18, 77.9% of adults newly diagnosed with diabetes (Type 1 & Type 2) were offered a structured education course, however data suggests that fewer than 7% (England & Wales National average) attended a course. Through engagement with practices in and around Ealing, it has been understood that one key barrier to attendance to SE is language. Ealing is a diverse



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borough where 50% of its population are from Black and Minority Ethnic communities, and do not speak or understand English. Being from the BAME population is a factor which increases the relative risk for developing diabetes, therefore it is vital that these communities receive the education they need to avoid diabetes and to improve their health outcomes if they are already diabetic.

To begin to address this gap, the Ealing Diabetes Team is planning a Punjabi diabetes education event for the Punjabi speaking community in Ealing. This event aims to provide education on the essentials of diabetes care, with the goal of empowering and equipping the Punjabi community to avoid and manage diabetes. All people are welcome to the event, those with diabetes and those without. The event will focus on fundamentals of diabetes care, for example how lifestyle and diet impact diabetes outcomes. Additionally, the event will focus on the importance of attending annual reviews for the eight key checks for people with diabetes in addition to annual eye screening. Fundamentally, this event will give the Punjabi population in Ealing the chance to speak with specialists about their diabetes, something which patients rarely have a chance to do. In attendance will be Punjabi speaking GPs, with Dr Raj Chandok (GP & Partner at Guru Nanak Medical Centre, South Southall) presenting to the attendees, a Punjabi speaking dietitian and podiatrist. The Diabetes Retinal Screening Service will also be in attendance, re-enforcing the importance of attending the annual diabetes retinal screening check. Additionally, Diabetes UK will also be at the event disseminating education materials specific to the Punjabi population.

The long term goal is to have similar events running across Ealing catering to different populations. At present, the team is working on this Punjabi event and in the near future a Somali education event.





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**APPENDIX 1**

**Self-Care Week Report**



Self-Care Week 2018 ran from 12<sup>th</sup> – 18<sup>th</sup> November with the strapline 'Choose Self Care for Life'. Self-Care Week tries to reach as many people as possible to raise awareness about how we can better look after our own physical health and mental wellbeing. In previous years Ealing CCG has provided GP practices, community pharmacies and voluntary sector partner organisations with a wide range of resources to support the self-care messages.

This year a number of key areas were identified that reflected both ECCG and STP priorities. These were

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In addition to the PPG run activities a number of voluntary care organisations used the opportunity to promote self-care at events that they ran.

Neighbourly Care ran events at 21 different neighbourhood locations. Activities included

- 17 free exercise classes followed by group discussion on the long term benefits of regular supervised exercise – including the social benefit of coming together with others
- Health talks and discussion on a number of topics including prostate cancer
- Discussions and information on role and expertise offered by community pharmacies as part of our Alternatives to A&E campaign
- Messages regarding staying well in winter
- Group discussions on relationship and links between physical and mental wellbeing





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Southall Community Alliance arranged 2 main events during Self-Care Week.

At the Park Avenue Temple there was a diabetic screening event run in conjunction with DICE. Over 150 residents were checked and all had their blood pressure, blood sugar, height and weight measured. As the venue was one of Southall's busiest Sikh temple the majority of the beneficiaries were middle aged to elderly Sikh residents.



A Health Promotion stall was set up during the annual Nagar Kirtan procession which attracts over 20,000 people to the town. Information was provided about staying well in winter, type II diabetes, healthy eating and reducing heart disease to well over 300 people and we promoted physical activities through the forthcoming 'Let's Go Southall' health programme.

