



Item: 13.1

Meeting name:	Governing Body
Date	Wednesday, 19 June 2019

Title of paper	PPE Q4 (2018-19) and End of Year Report
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Presenter	Neha Unadkat, Deputy MD				
Author/s	Frances Horne, Head of Integration				
Responsible Director	Neha Unadkat, Deputy MD				
Clinical Lead	Name and Role				
Confidential	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so

The Committee is asked to:
Note and approve the report

Strategic Objectives and Board Assurance Framework
This report contributes to the delivery of the Public and Patient Engagement responsibilities of the CCG

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: Engagement activities Our engagement with the LBE Engagement activities with the Voluntary and Community sector A summary of the PPE Committee meeting held on 28 February 2019 The Patient Engagement Reference Forum (PERF) on 12 March 2019 Patient Participation Groups (PPGs) NW London PPE Activity</p>



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Equality and Diversity update
Digital Update

The summary of PPE Activities in 2018/19 includes
Work with PPGs
Patient Engagement and Reference Forum (PERF)
Mental Health
Involvement of Services users and Patients

The report also outlines the Future Plans for PPE

What are the benefits of this project?

This reports shows how the CCG is engaging with Patients and the Public and ensuring that their views are considered in commissioning decisions

Patient, staff and stakeholder engagement

This report summarises the Patient and Public engagement activities that have taken place during Q4 2018/19 and summarises the activities for the year

Jargon buster

Quality & Safety

This report goes to the Quality and Patient Safety Committee

Equality analysis

Finance and resources

N/A

Risk

N/A

Mitigating actions

n/A

Supporting documents

- N/A



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Conflict of interests

Following the review of the paper by the main co-ordinating team (secretary; committee chair and executive lead), have any potential conflicts affecting the membership been identified?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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If yes, please identify conflicted individual(s) and confirm what action is being taken, ticking all the actions that apply. If actions differ for more than one conflicted individual, please record this clearly by further naming each individual alongside each action that applies to them.

Name and nature of conflict (describe):

.....

.....

.....

Action taken:

Please tick one

- | | | |
|----|--|--------------------------|
| 1. | The paper has been withheld from the individual(s) concerned. | <input type="checkbox"/> |
| 2. | The individual(s) will not attend the meeting where the paper will be discussed. | <input type="checkbox"/> |
| 3. | The paper is being shared; however, the individual(s) will not participate in discussion. | <input type="checkbox"/> |
| 4. | The paper is being shared for discussion purposes; however the individual(s) will not participate in, or be present for the final decision | <input type="checkbox"/> |

For the avoidance of doubt, the use of the above chosen handling strategy will also be formally recorded by the secretary in the minutes of the meeting to confirm the action that was taken, which shall further be added to the CCG's COI management actions log and made available online alongside the CCG's register of decisions taken.

Governance, reporting and engagement

Provide a brief overview of where this paper – or work in developing it – has been discussed. Signpost to where in the paper more detail on this can be found.

Name	Date	Outcome and where in the report can you find out more
PPE Committee	4 th June 2019	



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QPS	19 th June 2019	
GB	19 th June 2019	

Q4 2018-19 - Patient and Public Engagement Report

Background information

This report covers PPE activity from January to March 2019. It also includes an update relating to future plans. During Q4 2018/19 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. Due to key members of staff being on long term sick leave, the number of engagement events organised and attended has been reduced during this quarter.

1. Engagement Activities

Procurement of APMS services at Waterside Practice

As part of the procurement of APMS (Alternative Provider Medical Services) for primary care medical services at Waterside Medical Centre in Southall, the CCG carried out public surveys on 19th and 25th March 2019. We took the opportunity to talk to patients about the proposed procurement and their experiences of services provided at the practice. The likely date for mobilisation with the new service provider is 1st April 2020

CHC Choice Engagement

In February 2019, in line with the other CCGs in NW London, Ealing CCG organised an event to collect the views of patients, their families and carers, and care providers on the draft CHC Choice Policy. All patients currently receiving CHC, and their relatives and carers, and who might be affected by proposed changes were contacted and invited to attend an event on 14th February 2019 to discuss the draft CHC choice policy or offered a visit to discuss it. 7 people attended the event and 6 people were visited. The comments have been fed back to the NW London group overseeing this work.

2. Our Engagement Activities with London Borough of Ealing (LBE)

The CCG was represented at the following meetings:

- **Ealing Carers' Partnership Board 9th January 2019**

The award of the Carers' short breaks service to a consortium of organisations led by Dementia Concern was discussed. The Carer's Strategy and Action plan have been signed off by the CCG and LBE. Following a discussion, it was agreed that the Carers' Partnership board would no longer meet as the views of carers on a number of other boards (Older Adults, Disabilities and Long Term Conditions, Learning Disabilities, Autism, Mental Health, Children & Young People's Emotional Wellbeing and Drug and Alcohol Programme) were either already represented or would be invited and a standing item for carers' issues would be included on the agenda. Local carers' groups would be asked to ensure that carer's representatives would be identified for partnership boards.

The Older Peoples' Commissioner attended the following meetings

- **Ealing Vision Strategy Group 22nd Feb 2019**

The group was provided with an update on the procurement of Community Ophthalmology Services and informed that the results would be going to CCG Finance and Performance Committee and then to the Governing Body Meeting on 20th March. There was also a presentation on the Oriel/Moorfields proposals

- **Older Adults, Disabilities and Long-Term Conditions Partnership Board 14th Mar 2019**

The group heard about the Community Connections grants that have been awarded and Neighbourly Care and Southall Community Alliance will return in 6 months' time to provide an update. The Frailty chapter of JSNA has been published on the council website and will be reviewed in 3 years' time. Further discussions included consultation on libraries and

Ealing Council Digital Transformation programme. Healthwatch announced their project on housebound patients in receipt of homecare services and review of Falls services.

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

From April 2019, the new 4 year grants round with Voluntary Care Sector begins. To support the implementation of the Building Community Communications and Self-Care programme, meetings took place between commissioners and the recipients of the grants in the four areas Greenford Northolt and Perivale, Acton, Ealing, and Southall. Neighbourly Care and Southall Community Alliance are the lead organisations for Consortia involving many smaller voluntary sector organisations.

4. Patient and Public Engagement (PPE) Committee meeting

The Patient and Public Engagement (PPE) Committee met on 28th February 2019. The Equality Objectives from NWL and the Local Objectives from Ealing were discussed. The objectives for Ealing will be developed before being taken to Quality and Patient Safety Committee and then to the GB at the end of March. The need for Comms and Engagement around the single contract for Out of Hospital services was agreed.

5. Patient Engagement Reference Forum (PERF)

The Patient Engagement Reference Forum (PERF) met on 12th March 2019 and there were 25 people present.

There was a presentation on the plans to pilot an Autism Assessment Pathway for people who did not also have a Learning Disability diagnosis. At present there is no service for this cohort of patients. There are plans for a pilot to see if it will benefit the people in Ealing, by providing a better service, follow up, and sign posting for patients and their families. There were positive comments from the group on the proposals.

The current work around Equality Objectives was discussed. The Chair of the meeting provided some background into the equalities work across North West London collaboration of CCGs and the engagement work that had taken place in order to inform the development of the objectives. Examples were given of action that has been taken to improve equalities such as staff Black Asian and Minority Ethnic (BAME) and Lesbian Gay Bisexual Trans (LGBT) groups in response to staff surveys, Ealing Community Transport providing transport for residents of Ealing and providing training to staff in GP practices on how to work with people with Learning Disabilities

The NHS Long Term Plan and new GP contract were introduced. A workshop on primary care is planned for the next meeting.

Patient representatives were sought for the Patient and Public Engagement Committee, to review CCG reports prior to publication and to test out the new CCG websites.

6. Patient Participation Groups (PPGs)

Due to staff absences only one visit to PPG took place during Q4 to Dormers Wells Lane in Southall.

A survey of all GP practices and their PPGs was carried out using Survey Monkey. 63 practices responded. Of these, 60 confirmed that they have a PPG. The majority of them hold face to face meetings. 34 practices hold quarterly meetings, with 12 holding 2 meetings a year and 14 holding annual meetings. The PPG meetings identified a number of areas for practice improvement such as improving access, waiting times, online services website and leaflets and 88% of respondents had implemented these suggestions.

Two issues of the PPG Newsletter were published in Q4 2018/19

7. NW London PPE Activity

Integrated Urgent Care (NHS 111) Procurement – Patient Advisory Group

Patients and commissioners from Ealing have been involved with the Patient Advisory Group supporting the procurement of NHS 111 services across NW London. The group is involved in reviewing how the services included in the Directory of Services used by the call handlers would be described to users of the service. Some of the names currently used such as 'Falls Team' are widely understood, but others could be better described e.g. instead of IAPT, use the description 'Talking Therapies'. This work feeds into the wider Procurement Board.

NW London Comms and Engagement

The Ealing Twitter Account is active <https://mobile.twitter.com/ealingccg>. The account @EalingCCG has 1511 followers and follows 605 others. It usually tweets more than 10 messages as week and retweets messages from other CCGs. The messages that it has promoted in Q4 2018/19 included cervical screening, 111online services, requests for people to become digital ambassadors and support for the various health promotion campaigns that were run.

8. Equality and Diversity update

Ealing was represented at a pan-London workshop on 25th Mar to discuss Health Inequalities and the Long Term Plan. Chapter 2 of the Long Term Plan looks at Action on Prevention and Health Inequalities. Primary Care Networks will from 20/21 be expected to assess their local population by risk of unwarranted health outcomes and, working with local community services, make support available to people where it is most needed. The support and linked commitments were discussed together with the support available such as RightCare Equality and Health Inequality packs published December 2018. Examples of work in other CCGs was shared

9. Digital Update

The Health Help Now app was launched across Ealing in September 2018. Since its launch there have been a total of 7,217 visits to the app and 942 downloads. Work is underway to provide regular updates on the use of the app. The figures for Q4 are shown below.

	Jan 19	Feb 19	Mar 19	Total for Q4
Total Visits (new + returning users)	994	952	707	2653
Total Downloads	119	106	80	305

Broken down by sections visited

Views/Clicks	Jan-19	Feb-19	Mar-19	Total for Q4
GP Online	186	224	201	611
Services	147	145	118	410
Symptoms	156	162	90	408
Mental Health	56	42	129	227
News	104	68	50	222
Advice	81	60	48	189
Mood tool	46	38	15	99
Ealing Council	25	29	30	84

e-Referral service	43	22	13	78
Know Diabetes	20	25	7	52
One You	13	10	15	38

Advice sought for age group

Views	Jan-19	Feb-19	Mar-19	Total for Q4
Older Adult	71	126	49	246
Adult	145	308	75	528
Teenager	17	40	14	71
Child	32	61	28	121
Baby	5	19	6	30

The top categories visited were

	Jan-19	Feb-19	Mar-19
Top Advice Categories	Back pain, joint pain, other pain Memory problems Abdominal, stomach pain, sickness and diarrhoea Cold, cough, sore throat	Back pain, joint pain, other pain Cold, cough, sore throat Abdominal, stomach pain, sickness and diarrhoea Bleeding	Allergic reaction Skin problem Back pain, joint pain, other pain Mild allergic reaction
Top Symptom Categories	Abdominal, stomach pain, sickness and diarrhoea Bleeding Headache and migraine Back pain, joint pain, other pain	Allergic Reaction Coughs Indigestion Sore throat	Allergic reaction Skin problem Back pain, joint pain, other pain Mild allergic reaction
Top Service Categories	GP Practices Health Visitor Maternity services 111	GP practice Pharmacy Urgent care centres Health visitor	GP practice Dental services Pharmacy Optician

Summary of PPE Activities in 2018/19

This section of the report sets out to pull together some of the emerging themes of PPE activities in Ealing during 2018/19 and how these can contribute to and shape the engagement plans for Ealing CCG in the future.

Work with PPGs

A total of 19 practice visits were carried out to 17 different PPGs during 2018/19. The majority of these visits were in Q3 and were associated with the PPGs holding events to support Self-Care Week. There were 4 visits carried out in each of North Southall, South Southall and South North networks, whilst there were 2 visits in North, North and 2 in Acton. The Central Ealing and South Central Ealing networks had one visit each.

A survey of PPGs has been carried out and 63 practices responded. The remainder of the practices will be followed up. 95% of the respondents stated that they had an active PPG and 84% felt that it was representative of their patient population. There were 2 practices that said that they didn't have regular PPG meetings, but over half of the practices had quarterly meetings with the remainder holding meeting either annually or every 6 months. The PPGs worked with the practices in a number of ways including hosting events during self-care week or for social isolated patients, being present during open days and during flu clinics. The results of the survey will be used to shape the support that the CCG provides to practices and PPGs.

Patient Engagement and Reference Forum (PERF)

There have been a total of 87 attendances at the four PERF meetings held during 2018-19. The initial meeting in Jun 18 was attended by 15 people and subsequent meetings have been attended by 20 in Q2, 27 in Q3 and 25 in Q4. The biggest group represented have been the PPGs.

Organisation	Representing	Jun-18	Sep-18	Dec-18	Mar-19
PPG Members	PPG	3	9	12	11
CCG Team	Commissioners	3	3	3	3
Young People with LD	Young People with LD	2		2	2
MENCAP	Support FOR YPLD	1	1	2	1
CERTITUDE	People with LD		2	1	1
Healthwatch	Healthwatch	1	1	1	1
ECVS	Voluntary Sector	1	2	1	
Heartlink	Voluntary Sector	1	1	1	1
Lay Members	Lay Members	1		1	1
Young People	Young People	1		1	
SPECTRA	LGBT		1		1
Wheelchair Service Users Group	People with Disabilities			1	1
Patients	Patients				2
NWL Comms Team	Comms Team	1			
Practice Staff	Practice Staff			1	
	TOTAL	15	20	27	25

A total of 16 PPGs have sent 35 representatives to the four PERF meetings during 2018/19. The breakdown by networks is shown below

Network	No of People attending	No of practices represented
Acton	4	2
Central Ealing	9	2
North North	2	2
North Southall	3	1
South Central Ealing	3	2
South North	12	5
South Southall	2	2
TOTAL	35	16

Mental Health

Throughout 2018/19 there has been a wide range of engagement opportunities involving people with Mental Health conditions and their families, friends and carers

Mental Health Providers Forum: meets quarterly and is facilitated by the Mental Health Commissioner – we arranged for a person with autism to run training for this group on how to work more effectively with people living with autism. The training was also run more widely across NW London and several providers also attended this.

Mental Health Forum: is facilitated by the voluntary sector through ECVS and was supported with a small grant from Ealing Council. The forum is now seeking its own funding and in the meantime it supports itself. There are 250 people who are members and average attendance is 45. The Forum is made up of people who work in front line mental health, (statutory and voluntary services), and service users and their families, friends and carers. Topics have included advocacy, engagement with BAMER communities, children and young people, autism, becoming an adult, housing, physical health care, vocational services and employment, and volunteering for health.

HeadsUp Project and Committee: it has been challenging working with this group of service users as we have been working out how to change their offer due to reduced funding in Q3 and Q4. The project has delivered support to involvement in recruitment, procurement, transformation, development of Trauma Informed Care and the mental health offer within Primary Care. It was 383 members in Ealing. The contract is not being renewed after the end of June 19: we are working together now to assess how we can make sure we still hear from people and ways they can still get involved after the service ends (e.g. through Healthwatch, We coproduce, Patient/Public Engagement Forum and PPI). Mind are examining ways to keep what functions are possible without the resource.

Involvement of Services users and Patients

Throughout 2018/19 services users and patients have been involved in a wide range of activities. These include

- Consultation on community and voluntary sector funding programme
- Procurement processes for grants and contracts in the new voluntary and community sector funding programme once established
- Regular visits by commissioners to services including Solace and CAPE, meeting with people who use services and hearing their views about how services are developing in Ealing
- Service users and carers are part of the Ealing Mental Health Partnership Board, overseeing the Mental Health and Wellbeing Strategy for Ealing
- Transformation at West London NHS Trust area and at NW London includes people who are experts by experience being involved in steering groups for planning and innovation, as well as specific projects such as the redesign of the Health Based Places of Safety across London
- Ealing Talking Therapies Network includes service user and carer involvement in examining good practice and analysis of gaps.
- Participation in Diabetes Programme Board

Future Plans

As the NHS Long Term Plan embeds there will be opportunities to engage with patients and public on a number of different issues such as prevention, health inequalities, long term conditions and the development of digital solutions. We will continue to engage with the Partnership Boards and forums and also look for further opportunities to engage with partners such as the voluntary sector.

Plans are in place for engagement around specific topics such as advanced care planning, diabetes and other long term conditions.

The engagement strategy that sets out how the CCG will fulfil its commitment to engage with patients, carers and local communities in a meaningful way needs to be updated. This will be supported by a local implementation plan that will set out how this will be achieved and how we will demonstrate achievement.

The activities undertaken throughout 2018/19 and that will continue in 2019/20 will help us to ensure that we deliver the priorities identified within the strategy and the Public Sector Equality Duty.