



Paper:

Date September 2019

Title of paper Q1 (2019-20) 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

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 1)
2. Our engagement with the LBE (Item 2)
3. Engagement activities with the Voluntary and Community sector (Item 3)
4. A summary of the PPE Committee meeting held in June 2018 (Item 4)
5. The Patient Engagement Reference Forum (PERF) (Item 5)
6. Patient Participation Groups (item 6)
7. NW London Engagement activities- update (Item 7)
8. Digital Update (item 8)
9. Care Co-ordination Service (item 9)



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Equality / Human Rights / Privacy impact analysis

Supporting documents:

Governance and reporting		
Committee name	Date discussed	Outcome
Quality and Safety Committee	16 October 2019	
PPE Committee	25 September 2019	

Background information

This report covers PPE activity from April - June 2019.

During Q1 2019/20 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

• NHS Long Term Plan

The CCG worked with Healthwatch Ealing to run 2 engagement events relating to the NHS Long Term Plan. The focus groups were well attended. The topics chosen for the first session were Primary Care (Primary Care at Scale, Primary Care Networks and evening/weekend hubs), Out of Hospital Community Services and services at Ealing Hospital with a focus on what works and what doesn't, what matters most and how people wanted to be involved. The second event was tailored to Mental Health Services and was co-produced with Mental Health Service Users

• Dying Matters

As part of Ealing CCG's Advance Care Planning (ACP) programme, we promoted "Dying Matters Awareness Week" between 13 and 19 May with community engagement events at The Grange Care Centre, Sycamore Lodge and West Ealing Library. At the engagement events our ACP Clinical Lead, Dr Angad Saluja and the Macmillan GP for Ealing, Dr Anna Down joined Marie Curie and Coordinate My Care (CMC) to speak to members of the public about communicating their wishes about their future care with friends, family and loved ones including where they want to die and their funeral plans.

There were also staff events during dying matters awareness week including setting up a memories display wall and the opportunity for discussions with colleagues/



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

The CCG was represented at the following meetings:

• **Carer's Forum**

Ealing Carer's forum reconvened in April 2019 and agreed terms of reference. There was an update on the Ealing Carer's Strategy and the group received updates from various partnership boards. Ealing Carer's service provided an update on what's new and there was a discussion about on line training for carers.

• **Older Adults and Long Term Conditions Board**

Chris Hilton (West London NHS Trust) presented an update on the new Community Health Service contract. Age UK are interested in becoming involved with WLNT. There was a discussion on the LBE Adult Social Care Charging Policy. The impact of any savings will be available by Mar 2020 and will be brought back to the group. The group discussed concerns re charging of mobility scooters and fire risks

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

The CCG and LBE met with members of the Somali Community in Ealing. They were represented by Golden Opportunity Skills and Development (GOSAD), Horn of Africa Disability and Elderly Association (HADEA) and Ealing Somali Welfare. They shared examples of how they have been working with their community and have also provided support to others such as newly arrived Nepalese and Gujarati communities and highlighted the issues that cause concerns such as access to services, lack of opportunity, MH especially when associated with trauma and refugees.

They have been working with Healthwatch. Representatives of the Somali Community have been invited to be part of Patient Engagement Reference Form (PERF). Their details have been passed on to Chris Hilton so that they can be involved in the Single Contract for Community Services

4. Patient and Public Engagement (PPE) Committee meeting

The Patient and Public Engagement (PPE) Committee met on 4th June 2019. The Terms of Reference were reviewed and will be finalised for the next meeting. Day of meeting is to be changed to a day when clinical representative can attend. The draft PPE Q4 and end of year report was reviewed with a few changes to be made before going to PPE and GB. There was also an update from Healthwatch including their engagement plans to support the NHS Long Term Plan. They are now working with housebound people who are receiving social care. There is a plan to set up a panel to review Equality Impact Assessments across NWL which will take cross border issues into account.

Learning from Grenfell has shown that traditional medical models are not always well received by all groups and that to be successful services would need to be delivered in a culturally sensitive way. This needs to be taken into account when planning services.

There have been some stakeholder engagement events to support the single contract for Community Services. A launch event is planned to welcome staff to the new service. There are plans to draft up a leaflet including all of the services covered by the contract that can be used by GPs when referring patients. Healthwatch will be able to help with distribution.



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5. Patient Engagement Reference Forum (PERF)

The Patient Engagement Reference Forum (PERF) met on 11th June 2019 and there were 14 people present.

There was a presentation from the Medicines Management Team on the work that they have been doing to encourage the use of cost effective medicines and prescribing. This involved replacing expensive medications for cheaper, like for like medications. The team also contribute to the development of local medicines formularies. Some of the representatives felt that these messages were the right ones and as long as the communication was clear it should not be an issue.

Feedback from members of the group included an update on wheelchair services, concerns re waiting times for ophthalmology services, and how discharges from 2 week referrals are dealt with. There was also a report on an afternoon tea session held at one practice where dial-a ride had provided transport, blood pressure was checked by nurses and health information was distributed.

Following an update on the Long Term plan there was a request for a glossary to explain the relationship between the many organisations providing services across Ealing.

6. Patient Participation Groups (PPGs)

Three issues of the PPG Newsletter were published in Q1 2019/20

7. NW London PPE Activity

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

Ealing CCG continues to be involved with the Patient Advisory Group supporting the procurement of NHS 111 services across NW London. The group considered the language used by call handlers at 111 and the need to describe services in a patient friendly way. There is further work to be done on Equality Health Impact Assessments and how providers will engage with the 9 protected characteristic groups.

NW London Comms and Engagement

The Ealing Twitter Account is active <https://mobile.twitter.com/ealingccg>. The account @EalingCCG has 1548 followers and follows over 600 others. It usually tweets more than 10 messages a week and retweets messages from other CCGs. The messages that it has promoted in Q1 2019/20 included plans to merge into a single CCG across NWL, cancer screening, pregnancy and child health, online prescription collection services, evening and weekend GP appointments and TB

8. Digital Update

The Health Help Now app was launched across Ealing in September 2018. Since its launch there have been a total of 8,267 visits to the app and 1,073 downloads. Work is underway to provide regular updates on the use of the app. The figures for Q1 2019/20 are shown below.

	Apr-19	May-19	Jun-19	Total for Q1
Total Visits (new + returning users)	401	347	302	1050
Total Downloads	32	47	52	131



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Broken down by sections visited

Views/Clicks	Apr-19	May-19	Jun-19	Total
GP Online	137	157	129	423
Symptoms	48	68	41	157
Service	61	41	41	143
Advice	47	12	20	79
Ealing Council	36	14	23	73
News	23	27	22	72
Mood tool	13	17	6	36
Mental Health	20	7	6	33
e-Referral Service	14	13	3	30
One You	12	3	6	21
Know Diabetes	3	2	14	19

And by age group

Views	Apr-19	May-19	Jun-19	Total for Q1
Baby	4	4	11	19
Child	7	8	8	23
Teenager	7	18	7	32
Adult	106	62	42	210
Older Adult	14	19	21	54

9. Care Coordination Service

From 1st July 2019, the Care Coordination service transfers to West London NHS Trust and the staff will be transferred across to their new employers. The Care Coordination service works with people at high risk of admission to hospital and through their links to Adult Services as well as many of the voluntary agencies in the borough have made significant improvements to people’s lives as demonstrated in the examples given below.

The CCG wishes them well and would like to thank them for all of their hard work looking after vulnerable people in Ealing.

Case1

Elderly (80+yrs) partially blind patient, socially isolated and experiencing difficulties getting in & out of bath. Lives alone as family far away; patient previously declined a package of care when referred directly by GP to Social Services



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Care Co-ordinator visited and assessed patient's needs; patient agreed to bathroom adaptations (grab rail, bath board) and referral to social services. Referred to Volunteer Link for befriender and re-referred to social services for a review of their package of care which has been increased to suit patient needs. Befriender assigned to patient with a weekly home visit and bathroom adaptations completed with full training on how to use the safety aids in the bathroom

Care Coordination service, Volunteer Link Services and Social Services worked together to make life better for the patient and Son contacted the service thanking for the work that has been done for his parent

Case 2

Elderly (80+yr) patient, referred for support with Household Management, Support Services and previously refused package of care. Home visit conducted exploring the issues around refusal of package of care; time given to patient to rethink and refused as does not want unfamiliar people in their home.

Patient agreed having support in respect of package of care would be the best outcome for him. Contact made with Social Services and Occupational Therapists; Requested to re-address previous Package of Care which patient refused as they have now agreed and stressed it should not warrant another referral as time was important as the patient may refuse again if time lapses. Social Services advised (as patient becomes forgetful and anxious) that sister will be present at first visit to allow access and for patient to familiarise themselves and feel comfortable – this was agreed Referred for attendance allowance and blue badge to ESAS. Patient now in receipt of package of care twice a day to assist with personal care, prepare meals and administer medication. OT visited and completed assessment and equipment supplied.

Forms received in respect of attendance allowance and blue badge; patient's sister to make contact with ESAS for her support with completion.



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GLOSSARY

ACP Advanced Care Planning

CCG Clinical Commissioning Group

CMC Coordinate My Care

EHIA Equality Health Impact Assessment

ESAS Ealing Specialist Advice Service

GB Governing Body

ICHT Imperial College Healthcare Trust
Comprises Charing Cross Hospital, Queen Charlotte's and Chelsea Hospital,
Hammersmith hospital, St Mary's Hospital and Western Eye Hospital

IUC Integrated and Urgent Care

LBE London Borough of Ealing

LTC Long Term Condition

LTP Long Term Plan

LNWUHT London North West University Healthcare Trust
Comprises Central Middlesex Hospital, Ealing Hospital and Northwick Park
Hospital

NWL North West London

OT Occupational Therapist

PERF Patient Engagement and Reference Forum

PPE Patient and Public Engagement

PPG Patient Participation Group