



Paper:

Date September 2019

Title of paper Q2 (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 the 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 in patient engagement.
- Highlight specific issues and proposals for the committee to note.
- Address operational and implementation queries for committee members to engage within 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 on 4th June 2019 (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)



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Equality / Human Rights / Privacy impact analysis

Supporting documents:

Governance and reporting		
Committee name	Date discussed	Outcome
Quality and Safety Committee	11 December 2019	
PPE Committee	18 December 2019	

Background information

This report covers PPE activity from July-September 2019. During Q2 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.

1. Engagement Activities

Ealing Hospital Open Day (Saturday, 27 July 2019): Ealing CCG held an information stall at this event, which was very well attended. We raised awareness about Flu campaign, GP extended hours clinics, cancer screening, 111 service, and PPGs. A short survey about GP extended hours clinics was carried out on the day. Thirty questionnaires were completed. The results have shown us that more promotion needs to be done regarding this service, as the majority of responses to the question: "Are you aware of Extended Hours GP service?" was negative. However, those that have used the service said that they had a good or excellent experience.

NHS Ealing Annual General Meeting (AGM)

Ealing CCG held its Annual General Meeting (AGM) on 18th September in Greenford Town Hall. The event was well attended. It was an excellent opportunity to highlight ECCG's achievements over the last year.

These include an improvement to diabetes care for all registered patients in Ealing, and improved case finding for patients who have Atrial Fibrillation (AF). Once identified, these patients can be treated more effectively, to reduce the risk of stroke. There are still many improvements to make, but all GP practices and health and care partners in Ealing provided an excellent contribution and support to its success. In addition, five community organisations (The Carers Trust-Carers' Centre, Certitude, Dementia Concern, Neighbourly Care, Heartlink), West London NHS Trust-Ealing Community Partners team, Healthwatch Ealing, AJM Wheelchair services provider organisation, Diabetes NW London programme, and NW London Communications and Engagement team held information stalls on the day.



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Cuckoo Lane GP practice engagement event “Be prepared, planning for the future while you are well” (18th September 2019)

As part of Ealing CCG’s Advance Care Planning (ACP) programme, Ealing CCG worked with Cuckoo Lane Practice to host a patient engagement event titled “Be prepared, planning for the future while you are well” on 18 September 2019.

The purpose of the event was to:

- Raise awareness of the importance of advance care planning for patients, families, and carers
- Ensure individuals and families have the opportunity to engage in planning for their future
- To share with patients and families the resources available to help them make the best plan for the future
- To allow participants to consider what is important in advance care planning and why, and to highlight the consequences of not attending to things in advance.

The event included Macmillan Cancer Care, Marie Curie, Compassion in Dying, Ealing Care Coordinators, O’Dwyers Funeral Directors, Prince Evans Solicitors, Coordinate my Care and Thames Carers Trust who hosted information stalls and engaged with attendees. A panel discussion followed where patients, relatives, carers, and staff were provided with information on advance directives, lasting powers of attorney, deputyship and creating care plans. Approximately 40 patients, relatives, and staff members attended the event.

Patients were encouraged to have conversations with their family members and healthcare professionals about their end of life wishes. One way to start this process is to begin their own Coordinate My Care (myCMC) record and discuss this with their doctor for it to be shared with relevant health professionals, urgent care centre staff and the London Ambulance Service. This ensures everyone knows the patient’s wishes, and in an emergency, this can be taken into account. More information about CMC can be found on the website:

<https://www.coordinatemycare.co.uk/>

Ealing CCG website review meeting

On 7th August ECCG met with two PPG Chairs (Elthorne Park and Barnabas PPG) to discuss the public ECCG website. Everyone agreed that the website’s design and contents need to be reviewed, which would help members of the public to navigate and find relevant information easier on the website. This feedback was passed onto the NW London Communications team who are taking this work forward. Further meetings will be arranged as the work progresses.

Southall Mela

Ealing CCG joined forces with the “Let’s Go Southall” project and Southall Community Alliance at an annual community event “Southall Mela” on 31st August which was held at the Southall Park. This is one of the largest community events in London, attended by hundreds of people. The event was an excellent opportunity to raise awareness about the Flu campaign, 111 service, Extended Hours GP clinics, cancer screening, and PPGs. A new book “World Food” published recently by the NW London Diabetic team was free to order for the members of the public. The community, especially younger people, expressed great interest in a free app “Health Help Now”.



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Wheelchair Service Users' Working Group meeting

The Wheelchair Service Users' Working Group was held on 22nd July 2019 where we discussed a new website for the service users. AJM held an information stall at Ealing CCG AGM on 18th September, where they provided relevant information about the service.

The group would like to expand its membership, so they will work on recruiting new members in the coming months.

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

Older Adults and Long Term Conditions Board

The Board meeting was held on 10th September. The Board received a survey report from Healthwatch Ealing on the Falls service. The survey has shown positive results: 91% of those surveyed gave positive feedback (good/excellent) on the services they received. The results of the Healthwatch survey will be shared with the Falls Prevention Group. The results of the survey will help inform the provision of falls services from 2020-21 onwards.

Older People Consultative Forum

Five people attended the meeting on 5th September. One member reported disappointment at the lack of follow up from the recovery programme following a knee replacement. She was also unable to attend her physiotherapy appointment at St Mary's hospital because she was unable to manage the steps at Ealing Broadway station. Two members reported having trouble joining the Patient Participation Group at their GP practice. This has been feedback to these two GP practices and these individuals have now been invited to join their PPGs.

Mental Health services event

Healthwatch Ealing ran an event on 19th September at Solace Centre for people using mental health services to ask them about the NHS LongTerm Plan and how it relates to their services. 40 people attended the event, as well as NHS commissioners and provider organisations. Messages were taken back to services to improve front line services. The importance of communication was highlighted, and plans were made for joint training with service users and mental health Single Point of Access (SPA). Healthwatch Ealing is producing an action plan. The service users also suggested better information sharing about how to access services, especially how to use the Single Point of Access to prevent crisis as well as to respond to a crisis.

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

The Afghan Family Support Project

This project provides guidance and support to Afghan families in Ealing. The Afghan Family Support Project empowers families to have more positive relationships. They have a team of specially trained befrienders with the knowledge and experience of family-related matters. They will provide emotional support, help to reduce isolation and aim to enable individuals from the Afghan community to access their handicraft activities or parenting programs. They provide emotional and listening support, help with understanding and accessing different services and information and access to family-friendly activities for Afghan communities.



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Carers' Centre event

This event took place on 29 August at the Sycamore Lodge in Acton. It was attended by approximately 50 carers and service users. The CCG promoted flu campaign, 111 service, cancer screening, and other NHS initiatives and campaigns. The feedback from the carers about the information provided on the day was very positive, and they invited the ECCG representative to visit again.

Power Group-MENCAP

ECCG arranged a visit to the LD service users group on 23rd September. This was our second visit to the group. The service users who participated in our AGM said that it was a good event and they found the information provided at the AGM very helpful. It was agreed that Power Group will send different representatives to the PERF meetings so that each member has an opportunity to get involved with PERF. We promoted the flu campaign, cancer screening and also "Choosing the right service" campaign.

4. Patient and Public Engagement (PPE) Committee meeting

The Patient and Public Engagement (PPE) Committee meeting took place on 25th September. The Committee reviewed Terms of Reference. Two Governing Body members attended the meeting. The Committee discussed the results of the PPG Survey carried out last year. It has been noted that some practices haven't completed the questionnaire but they do have a PPG in their practice. PPGs will be a standing Agenda item at future meetings. Healthwatch Ealing provided an update about their projects which includes the Falls report which has been published on their website. They are now going to engage specifically with housebound patients. The work will include exploring the experience of homecare services as well as community health services.

5. Patient Engagement Reference Forum (PERF)

The Patient Engagement Reference Forum (PERF) held its meeting on 10th September 2019. There were ten members present. The Oriel Team from Moorfields Eye Hospital gave an overview of the proposal to relocate the Moorfields hospital to a new site at Kings Cross. Feedback received from PERF was positive and members supported the proposal. The PERF also noted that feedback from Ealing Power Group has been proactively taken by the Oriel Team and easy read material have now been produced.

PERF members also reflected on their work over the last year. The members said that they found the information provided at the PERF meetings helpful and informative. However, they also thought that the meetings could be conducted better, as sometimes individual issues are brought up, which is not appropriate or relevant for the meeting.

6. Patient Participation Groups (PPGs)

Three editions of the PPG Newsletter were published in Q2 2019/20 (July, August, and September). We continue to receive positive feedback about the newsletter from the PPGs. In Q2 we attended the following PPG meetings: Argyle Surgery, Town Surgery, and Greenford Road GP Practice. We also arranged meetings with the Practice Managers at those GP practices that need more support with their PPGs (Dormers' Wells, Lady Margaret, Boileau Road GP practices). Acton Lane Medical Centre PPG is up and running but they will be recruiting new members. Their next PPG meeting is going to be held in October and the PPE and Equality Manager will attend it.

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7. NW London Communications and Engagement Team

In July the NW London Communications and Engagement team was engaging local communities on the NHS LongTerm Plan (LTP). They did several roadshows across NW London. The events they have attended are the Ealing hospital Open day, Wembley GP Centre Practices, Hillingdon and West London CCG's AGM, Healthwatch AGM, BME Health Forum with Bangladeshi group, Tea Dance at the Abbey Centre and "Shine like the Sun" event at Dalgarno Trust, Hillingdon hospital. The team continued to attend and engage in the NHS LTP with local communities until the end of August.

Throughout August the team continued to engage residents in NW London in the NHS LongTerm Plan. They delivered two focus groups – the first in West London through the Black and Minority Ethnic (BAME) Health Forum and the second through Age UK in Hounslow. They also attended Northwick Park and Ealing Hospitals at their Outpatient Departments and Urgent Care Centres and spoke to the patients.

Other August activities included supporting Brent CCG with their pre-engagement survey about Cricklewood Walk-in Centre and they also participated in the Chelsea and Kensington Voluntary Centre's Operation Cup of tea, where they spoke to the public about LTP and the Citizen panel.

In September they attended Ealing AGM and held an information stall.

8. Digital Data update

The Health Help Now app was launched across Ealing in September 2018. Work is underway to provide regular updates on the use of the app. The figures for Q2 2019/20 and a total number of hits in Q1 and Q2 for specific sections are shown below.

	Jul-19	Aug-19	Sep-19	Total Q1	Total Q2	Total since launch
Downloads (new users)	87	48	25	161	160	1,233
Returning users	97	143	61	N/A	301	866
Total Visits	363	393	182	1050	938	9,205

Top 3 visited tiles for Q2

Tile	Visits in Q1	Visits in Q2
GP Online	423	440
Services	143	272
Symptoms	157	208

Most time in Q2 was spent on GP Online service.
And by age group



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Age Category	Visits Q1	Visits Q2
Adult	210	301
Older adult	54	89
Teenager	32	58
Child	23	48
Baby	19	33

The table below lists the average amount of time spent in the Symptoms, Services, Advice and GP Online Services areas in Q2.

Views/Clicks*	July 19	Aug 19	Sep 19
Symptoms	0.15 mins	0.14 mins	0.10 mins
Services	0.12 mins	0.28 mins	0.21 mins
Advice	0.07 mins	0.12 mins	0.09 mins
GP Online Services	1.27 mins	0.51 mins	1.03 mins



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GLOSSARY

ACP Advanced Care Planning

AGM Annual General Meeting

BAME Black and Minority Ethnic

CCG Clinical Commissioning Group

CMC Coordinate My Care

EHIA Equality Health Impact Assessment

ESAS Ealing Specialist Advice Service

GB Governing Body

IUC Integrated and Urgent Care

LBE London Borough of Ealing

LD Learning Disability

LTC Long Term Condition

LTP LongTerm Plan

NWL North West London

PERF Patient Engagement and Reference Forum

PPE Patient and Public Engagement

PPG Patient Participation Group