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<b>Meeting name:</b>	Quality and Safety Committee
<b>Date</b>	Wednesday, 19 February 2020

<b>Title of paper</b>	<b>PPE Q3 report</b>
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<b>Presenter</b>	Neha Unadkat, Deputy Managing Director				
<b>Author/s</b>	Boba Rangelov, PPE and Equalities Manager				
<b>Responsible Director</b>	Tessa Sandall				
<b>Clinical Lead</b>					
<b>Confidential</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so

<b>The Committee is asked to:</b>
Note the Q3 PPE report and approve it to go to the next Governing Body

<b>Strategic Objectives and Board Assurance Framework</b>

<b>Summary of purpose and scope of report</b>
<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&amp;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"> <li>• Provide updates and assurance and keep committee members informed and involved.</li> <li>• Highlight specific issues and proposals for the committee to note, discuss, endorse and approve.</li> <li>• Address operational and implementation queries for committee members to engage with in between meetings, to support the delivery of the PPE.</li> </ul> <p>This report includes the following items:</p> <ol style="list-style-type: none"> <li>1. Engagement activities (Item 1)</li> <li>2. Our engagement with the LBE (Item 2)</li> <li>3. Engagement activities with the Voluntary and Community sector (Item 3)</li> <li>4. A summary of the PPE Committee meeting held on 25 September 2019 (Item 4)</li> <li>5. Patient Participation Groups (Item 5)</li> <li>6. NW London Engagement activities-update (Item 6)</li> <li>7. Personal Health Budgets (PHB) update (item 7)</li> <li>8. Equality and Diversity (Item 8)</li> </ol>



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**What are the benefits of this project?**

- 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.

**Patient, staff and stakeholder engagement**

- In developing this work ECCG have engaged with a wide range of stakeholders, community organisations, our PERF, PPGs, London Borough of Ealing colleagues and CCG staff.
- The feedback was used by addressing specific issues raised to relevant committees and partners in order to identify possible options to improve patient care
- Further engagement work will be planned and guided by the programmes developed by the ECCG, NHS England and NW London CCGs

**Jargon buster**

Glossary is included at the end of the report.

**Quality & Safety**

- The report complies with the national guidance on Patient and Public Engagement as set up by the NHS England framework and standards.

**Equality analysis**

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**Finance and resources**

None

Risk	Mitigating actions
No risks identified	NA



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<b>Supporting documents</b>
• NA

<b>Conflict of interests</b>					
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?					
<table border="1"> <tr> <td>Yes</td> <td><input type="checkbox"/></td> <td>No</td> <td><input checked="" type="checkbox"/></td> </tr> </table>		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>		
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.					
<b>Name and nature of conflict (describe):</b>					
.....					
.....					
.....					
<b>Action taken:</b>	<b>Please tick one</b>				
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.					



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Governance, reporting and engagement		
Name	Date	Outcome and where in the report can you find out more
Quality and Safety Committee	19 February 2020	
PPE Committee	18 March 2020	

**Background information**

This report covers PPE activity from October-December 2019. During Q3 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**

**1.1 “Preparing for Tomorrow” event and Atrial Fibrillation (AF) Awareness Week St Stephen’s Church Hall, Ealing**

On Friday 22 November, Argyle Surgery in conjunction with Ealing CCG’s (ECCG’s) Advance Care Planning (ACP) programme hosted the “Preparing for Tomorrow” patient engagement event at St Stephen’s Church Hall.

The event aimed to highlight the importance of advance care planning and provide patients, relatives, and carers with advice and resources to support them in making the best choices for their future care.

Information stalls were hosted by Macmillan, Marie Curie, Age UK, Ealing Community Transport, Neighbourly Care, O’Dwyers Funeral Directors, Prince Evans Solicitors, and Thames Carers Trust. Approximately 70 guests attended the event. The activities also included talks on advance directives, lasting powers of attorney, deputyship, funeral planning and creating care plans.

As part of the ECCG’s Cardiovascular Disease (CVD) programme, the Team also promoted Atrial Fibrillation (also called AFib or AF) Awareness Week at a patient engagement event at Argyle Surgery. AF is a quivering or irregular heartbeat (arrhythmia) that can lead to blood clots, stroke, heart failure, and other heart-related complications. About 70 people attended the event.

Dawn McMahon, Prescribing Support Pharmacist at ECCG hosted an AF stall at the event and screened patients using a “Kardia” device. “Kardia” devices provide clinically validated ECGs through fingertips being placed on sensors and can detect AF, Bradycardia, and Tachycardia. Dawn screened 12 people at the event and 2 people were advised to see their GP after a positive screening result.



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**1.2 “World Chronic Obstructive Pulmonary Disease (COPD) Patient Engagement Event” Southall Medical Centre and Grand Union Village, Northolt**

On Wednesday, 20th November patients, relatives, carers and healthcare professionals were invited to talk to our respiratory nurse, medicines optimisation pharmacist, care co-ordinators and a respiratory physiotherapist about their condition and services available to them in the community. Ealing Hospital staff also held an information stall to raise awareness amongst patients, visitors, and health care professionals. This event was held to promote World COPD Day, with approximately 60 people attended the event.

**1.3 The University of West London "Volunteering Fair"**

In October 2019 ECCG PPE Team participated at the University of West London "Volunteer's Fair". More than 30 organisations participated in the event. The organisations that were present on the day included: Healthwatch Ealing, JobCentre Plus, Ealing Community Garden Project, Age UK, Dementia Concern, Ealing Scouts group, as well as others. This was an opportunity to link with the potential volunteers and partner organisations.

ECCG promoted national and local campaigns, healthcare services and initiatives such are: “Stoptober” (Stop smoking national campaign), Flu campaign, Extended Hours GP Clinics, Breast Cancer Awareness campaign, healthy lifestyle and healthy eating, PPGs, Health Help Now App, Co-ordinate My Care (CMC) programme, “Choose the Right Service”, a national campaign to promote self-care, pharmacies, Primary Care Service (GP clinics), and 111 service.

The students were especially interested in the "Health Help Now" free App, and many students downloaded the App on the day.

A quiz about NHS abbreviations was carried out to find out how much younger generations know about the NHS. Students enjoyed participating in the quiz. The results have shown us that local students have a good knowledge of the NHS, would like to receive more information.

ECCG PPE Team will continue with participation at the University’s events. One of the upcoming events is taking place in March 2020.

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

**2.1 Older Adults, Disabilities and Long-term Conditions Partnership Board**

The meeting was held on 10 September 2019. Items discussed included:

- An update from Planning. Members of the board volunteered to be consulted on large scale planning applications so that disability considerations could be fully considered before approval is given.
- The board received a presentation on "Let's Go Southall" and participants were invited to send suggestions on how to get people active or to share details of groups or activities that the project could link with.



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- Healthwatch Ealing presented their report on the provision of the falls service and community strength and balance classes. The survey showed positive outcomes for people who had attended both services.
- A presentation was provided on the Council's procurement of an all-age transport service. Members were invited to give their feedback and attend a stakeholder engagement event.

The meeting of the Older Adults, Disabilities and long-term conditions partnership board that was due to take place in December was postponed due to the general election.

## 2.2 Older People's Consultative Forum (OPCF)

Meetings were held on 5 September and 25 November 2019.

At September's meeting, the Forum's main discussion item was the future role of the Forum. Members discussed the Forum's relationship with the Partnership Board and the frequency of meetings. New terms of reference were drafted, and meetings will be held bi-monthly. A new poster has also been developed to support the recruitment of new members.

At November's meeting, the Forum received a presentation from Sally Schofield from NatWest bank on scam awareness and an update from Home Instead of their care services.

## 2.3 The Carer's Forum

The meeting was held on 23 October. The Carer's Forum was an open session to raise their concerns on several issues including;

- Training for Homecare workers.
- The personal conduct of Homecare workers when undertaking their duties in a person's home.
- Who to contact when Homecare workers do not turn up on time and how to make complaints about services received.
- Carers felt that there is a lack of communication between hospital discharge teams and social workers.
- There were questions about the sharing of contents of the carer's assessment with carers and they asked how Careplace, PPGs and Carers Champions are promoted in GP surgeries. The information has been provided at the meeting.
- Carers raised the need for a digital newsletter for carers



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## 2.4 The Adults Learning Disabilities Partnership Board

The Board met in October and received a presentation by Dr Amma Shuwa, Consultant Psychiatrist on the West London NHS Trust Strategy to improve mental health services for people with learning disabilities (LD).

The Trust has completed a number of consultations with staff, carers, and patients on the potential improvements which need to be made e.g. the Trust will make sure they have easy read information available; staff will receive training about what people with learning disabilities need; Learning Disability (LD) teams and the Trust teams will agree how they will work together to support people with learning disabilities; the patient records will say that a person has a learning disability, so that reasonable adjustments are in place for appointments; the Trust will review annually the improvements made. An easy-read summary of the plans was taken to the Power Group and LD support group, prior to the Board meeting, so they have a better understanding of the work and how they can get involved. The Trust Team has scheduled an update for the Board in 12 months.

## 2.5 Ealing's Outreach Service (CHOICE) for adults with learning disabilities

This service regularly holds forums for customers; the last one was in November 2019. Customers choose the topics for discussion which covered healthy eating and exercise, staying safe in the community and recycling. Ealing CCG PPE Team will find out about this service and liaise with the Council's colleagues.

## 2.6 The Annual Health event "Help My Health" was held at Perivale at Ealing Mencap's Enterprise Lodge Day Centre and Certitude's ARC Day Centre.

The event was solely arranged and coordinated by the Power Group and Friends. They chose the name and venue, types of activities and which organisations should be invited to participate with the information stall. The feedback received from the stakeholders was that it was a very good example of co-production amongst people with learning disabilities across services. Healthwatch Ealing, the Ealing Hospital, "Books Beyond Words", "I SAID!" and the Community Team for People with Learning Disabilities (CTPLD) held information stalls. The Ealing Adult Education team hosted dance sessions and wheelchair-based yoga sessions. The Psychology Team from CTPLD got people involved in mindfulness workshops, while Impact Theatre Group carried out hand massages. Mencap's Travel Training Team delivered interactive awareness workshops.

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

### 3.1 Older People International Day

The Older People's International Day was on the 20 October at Greenford Baptist Church. The celebration event was attended by more than 50 people. The CCG promoted the Flu campaign, Out of Hours GP Service's, self-care, cancer screening, PPGs, and the Winter campaign. The feedback received was very positive, especially about GP services. The CCG have been invited to revisit the group.



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### **3.2 Perivale Community Centre-Neighbourly Care hub-Over 50 Exercise Class**

This is one of several exercise classes for people over 50. The sessions are provided by Neighbourly Care, a community organisation based in West Ealing and Acton. More than 60 people attended the session. The CCG used this as an opportunity to raise awareness about Out of Hours GP Services, the Winter campaign, self-care, and other local and national campaigns. Attendees were especially interested in the Out of Hours GP Service and the majority of people said that they had their flu jabs.

### **3.3 Ealing Mental Health Forum**

On 30 October PPE Team attended the Ealing Mental Health Forum meeting held at St Andrew's Church. Alison Hoble, Recovery College Manager presented an overview of the College and how clients can access this service. Kerry Smith the Regional Development Manager for Kooth/XenZone gave a presentation of the online counseling service that is now available to clients in Ealing. Gina Hayden from West London NHS Trust Vocational Recovery Services provided an overview of the Mental Health Employment forum and how it differs from the Mental Health Forum. Toby Cray initiated a discussion on World Mental Health Day (WMHD). This year WMHD is between 18 and 24 May. Members were asked to think about activities to raise awareness about WMHD. The Forum agreed that it would be desirable if members plan activities together.

## **4. Patient and Public Engagement (PPE) Committee meeting**

- 4.1** The PPE Committee meeting took place on 25 September. The Committee approved Terms of Reference and also the PPE Q2 report. Healthwatch Ealing presented their report on patient experience over Q4 18/19 and a report on Falls Services in Ealing. Other items for information and discussion were Ealing Equality Objectives, an update about the ECCG website and an update on Ealing Community and Voluntary Service (CVS) work. Barbara Tilley, the newly appointed Ealing CVS Director, confirmed that she will be representing her organisation at the future meetings. The next Committee meeting is taking place on 18 March 2020.

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

- 5.1** Three editions of the PPG Newsletter were published in Q3 (October, November and December 2019). We continue to receive positive feedback about the newsletter from the PPGs. In Q3 we attended the following PPG meetings: The Acton Lane Medical Centre PPG and Acton Town Health Centre PPG meetings. PPE Team also discussed the development of the PPG at the Welcome practice where the Practice Manager and one of the GPs attended the meeting.

PPG members reported that they are fully aware of the Primary Care Networks (PCNs) and they expressed an interest to be regularly updated about future developments. We also arranged meetings at those GP practices that need more support with their PPGs.

Upcoming PPG meetings in Q4 are Corfton Road, Acton Health Centre and the launch of the Northolt PCN, which is taking place on 6 February 2020, where the newly established Northolt PCN PPG Group are also invited.





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**6. NW London Communications and Engagement Team**

**6.1** The Team’s activities in Q3 included:

- The Kensington & Chelsea Volunteer Centre 50th Anniversary event at Victoria & Albert museum. It was an excellent opportunity for the Team to network. Over 100 people attended the event.
- The Community Champions “Celebrating Diversity” event with over 150 people in attendance. NW London CCGs, including ECCG PPE Team, Voluntary Sector organisations, Community Champion volunteers, Local Authorities and local health providers, came together to discuss topics relating to how we reach, include and celebrate residents representing diverse groups/needs in our community.
- The Team spoke to over 15 people in Hafs Academy and BAME Health Forum Focus group, where they discussed GP access and GP extended hours. Hafs Academy is an educational trust founded by some of the country’s leading educators, scholars, and academics, to push forward the frontiers of Muslim schooling in the UK.
- “One Westminster” Annual General Meeting (AGM) at the Westminster City Hall. Over 60 people attended the event.
- The Team held its first North West London Experience Participation Involvement Collaborative (EPIC) workshop on 17 December. Over 70 people attended the event.

**7. Personal Health Budget (PHB) update**

**7.1** Personal health budgets are a way of personalising care, based around what matters to people and their individual strengths and needs. They give disabled people and people with long term conditions more choice, control and flexibility over their healthcare.

Ealing CHC team offer all patients that are eligible for continuing healthcare the opportunity to have a personal health budget (PHB) in line with NHS England policy on personalised care. This includes children and people with learning disability or autism. We currently have the highest number of patients on a PHB in NW London

PHBs are also offered to people who are referred and meet the eligibility criteria of their local wheelchair service (Ealing started to offer personal wheelchair budgets, to replace the wheelchair voucher system)

From December 2019, the offer will also be open to people who are eligible for after-care services under section 117 of the Mental Health Act.



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## **8. Equality and Diversity**

### **8.1 Pan London Diversity and Inclusion Network**

On 8 November members of the CCG attended the Pan London Diversity and Inclusion Network meeting, which was held at NHS Confederation offices. E&D Leads from the Acute NHS Trusts and CCGs across London attended the meeting. Paul Deemer from NHS Employers provided an update about Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). One of the presentations was about the London Regional Talent Board, which initiated a lively discussion. E&D Leads would like to find out more about this project, so the speaker was invited to re-visit the Network.

### **8.2 Equality Awareness training session**

The session was held on 15 October in Perceval House. ECCG staff attended the training run by Samira Ben Omar from the NW London Collaboration of CCGs. It was an excellent opportunity to raise awareness about the Equality Health Impact Assessment (EHIA) tool. All templates and the guidance can be accessed through the Ealing CCG website and via Intranet.

All EHIA's created locally are reviewed by a NWL Panel, to assure the quality of the EHIA and provide feedback on what can be improved before being presented to a committee for a commissioning or contracting decision. This process is now established across NWL.



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## GLOSSARY

- ACP Advanced Care Planning
- AF Atrial Fibrillation
- AGM Annual General Meeting
- BAME Black and Minority Ethnic
- CCG Clinical Commissioning Group
- CMC Co-ordinate My Care
- COPD The World Chronic Obstructive Pulmonary Disease
- CTPLD Community Team for People with Learning Disabilities
- CVD Cardiovascular Disease
- ECVS Ealing Community and Voluntary Service
- E&D Equality and Diversity
- EHIA Equality Health Impact Assessment
- EPIC Experience Participation Involvement Collaborative
- E&D Equality and Diversity
- ISAID! Impartial Support, Advice and Information on Disability and Special Educational Needs
- GP General Practitioner
- LBE London Borough of Ealing
- LD Learning Disability
- LTC Long Term Condition
- LTP LongTerm Plan
- NWL North West London
- OPCF Older People's Consultative Forum
- PCN Primary Care Network
- PERF Patient Engagement and Reference Forum
- PHB Personal Health Budget
- PPE Patient and Public Engagement
- PPG Patient Participation Group
- WDES Workforce Disability Equality Standard
- WLHT West London NHS Trust
- WMHD World Mental Health Day
- WRES Workforce Race Equality Standard