

Meeting date: 19 September 2017

Item No: GBIC/17/21

GOVERNING BODIES IN COMMON DDES CCG AND NORTH DURHAM CCG

Title of report:	DDES CCG and North Durham CCG Engagement Activity report April to June 2017 (Q1)
Author of report:	Tina Balbach, Engagement Lead, Durham Dales, Easington and Sedgfield CCG Daniel Blagdon, Engagement Lead, North Durham CCG
Sponsor Director:	Joseph Chandy, Director of Primary Care, Partnerships and Engagement
Date of report:	September 2017
Name of person presenting the report at the meeting:	Joseph Chandy, Director of Primary Care, Partnerships and Engagement
Reason for report: '✓' <i>please tick relevant category</i>	<ul style="list-style-type: none"> ▪ Information only ▪ Development / Discussion ✓ ▪ Decision / Action
Recommendations: (i.e. action being sought from the meeting)	The Governing Bodies are asked to: <ul style="list-style-type: none"> ▪ receive the update regarding the engagement activity for Quarter 1, ▪ review the activity undertaken and provide any comments and suggestions for the future.
Report status: '✓' <i>please indicate relevant category</i>	<ul style="list-style-type: none"> ▪ Official ✓ ▪ Official Sensitive: Commercial ▪ Official Sensitive: Personal
Is this report confidential? <i>please delete as appropriate</i>	<ul style="list-style-type: none"> ▪ Yes ▪ No ✓
Procurement Conflict of Interest completed and attached: <i>please delete as appropriate</i>	<ul style="list-style-type: none"> ▪ Yes ▪ n/a ✓
CONFLICTS OF INTEREST	<u>THIS SECTION MUST BE COMPLETED BY THE REPORT AUTHOR / SPONSOR DIRECTOR</u>

<p><i>Are any members of the meeting likely to have a conflict of interest for this agenda item:</i></p>	<p>NO</p>
<p><i>Who is conflicted and why – please give the name(s) of all conflicted members?</i></p>	<p><i>Not applicable</i></p>
<p><i>Are the conflicted members detailed above allowed to receive this paper and attend the meeting?</i></p>	<p><i>Not applicable</i></p>

<p>Purpose of the report and summary of key issues:</p>	<p>The purpose of the report is to provide an update on the range of engagement activities that took place during April to June (Q1) 2017 in both DDES CCG and North Durham CCG.</p> <p>DDES CCG</p> <p>The areas covered in the report include:</p> <ul style="list-style-type: none"> ▪ Urgent care, engagement with staff and patients ▪ Engagement Implementation Plan ▪ Patient Reference Group ‘in common’ ▪ Patient Reference Group Chairs ▪ Investing in Children (IiC) ▪ Health Networks ▪ Stroke ▪ Young People’s Portal ▪ Young Carers <p>North Durham CCG</p> <ul style="list-style-type: none"> ▪ Chronic pain patient engagement ▪ Patient Congress event ▪ PRG members development session ▪ Handover from Durham Community Action and contacts with Voluntary Community Sector partners ▪ Young People’s Portal ▪ Young Carers
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DDES and North Durham consultation and other approval routes (including outcomes):	<u>Meeting/route</u> Patient Public and Care Engagement Committee	<u>Date</u> 16 August 2017	<u>Outcome</u> Agreed
	Executives in Common	12 September 2017	
	Governing Bodies in Common	19 September 2017	

Supporting documents/ Appendices:	Engagement Activity Update
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Impact Assessment and Risk Management Issues

Consideration given and action taken in this report relating to impact assessment and risk management issues is detailed below:

(✓) tick as appropriate	Impact area
	Does this report identify a risk for the CCG?
	no
	Does this report impact on the environment/sustainability of the CCG?
	no
	Does this report have legal implications?
	no
	Are there any resource implications – finance and/or staffing as a result of this report
	no
	Has this report taken into account equality and diversity?
	no
	Does this report impact on Quality, Innovation, Productivity and Prevention (QIPP)
	no
✓	Has there been any consultation/engagement (patient, public, stakeholder, clinical) with regard to the content of the report?
	Content is focussed on engagement
	Are there any clinical quality/patient safety issues identified in this report?
	no
	Does this report impact on any information governance issues?

	no
	Other implications
	None identified

**NHS NORTH DURHAM CLINICAL COMMISSIONING GROUP
DURHAM DALES, EASINGTON AND SEDGEFIELD (DDES)
CLINICAL COMMISSIONING GROUP**

Engagement Activity: April – June 2017 (quarter one)

1. Introduction

This report has been produced to highlight all of the engagement activity across North Durham (ND) and Durham Dales, Easington and Sedgfield (DDES) CCGs which has been carried out during this reporting period.

The report also highlights some future activity that is going to be implemented in the future.

Included in this report is information from activities undertaken directly by the CCGs, plus that of work of Healthwatch, Investing in Children (IiC) and the Health Networks.

2. DDES activity during April – June 2017 (quarter one)

The majority of engagement activity in the reporting period focused on staff engagement around reviewing the Urgent Care changes, the patient engagement was put on hold due to purdah.

Staff engagement has taken place at:

- Bishop Auckland Minor Injuries Unit
- Peterlee Minor Injuries Unit
- Healthworks at Easington
- St Andrew's Medical Centre in Spennymoor

Our stakeholders have agreed to support us with the patient engagement. These include PRG members, our health networks and groups like Gypsy Roma Travelers (GRT), people with learning disabilities and also young people.

During this period there has been much preparation work for the stroke services engagement. We have been arranging for our partners to support us with this engagement.

Engagement Implementation plan group

This group was revived and met in June. The implementation plan was scrutinised and points were closed out, removed if they were no longer current and new objectives added where necessary to be in line with the current engagement work.

PRGs

Areas that have been discussed with patients during this period have been:

- CCG commissioning architecture
- Urgent Care – patient and staff engagement
- Medicines Optimisation
- Stroke
- Teams Around Patients (TAPS)
- Joining the Dots
- GP Federation Update

- Mental Health

PRG Chairs

A meeting was held in May with Nicola Bailey, Chief Operating Officer, Stewart Findlay, Chief Clinical Officer, and Jonathan Smith, Clinical Chair, and the PRG Chairs. There was a discussion around holding a PRG 'in common' where two PRGs would be held in respective localities and one in a central location where update presentations could be given to streamline the meetings.

It was also agreed that the PRGs can attend the Governing Body (GB) meeting as non-voting members.

In July, the first PRG in common was held at Hardwick Hall in Sedgfield.

Investing in Children (IiC)

The CCG are continuing to attend and support the IiC meetings on a bi-monthly basis and work with the young people on projects moving forwards.

Health Networks

The CCG engagement team attended two health network meetings in May and June at East Durham Health Network and Sedgfield Health Network. Updates were given around TAPs, urgent care, stroke and closer working between North Durham and DDES CCGs.

DDES and North Durham on-going partnership projects

Young Carers

Staff from the CCG attended a dynamic workshop event which directly engaged young carers and staff from local commissioning and provider organisations. The purpose of this event was to explore directly with young carers what the key issues were for them and where the focus needs to be for the future action plan to be delivered jointly by all partners. A subsequent session is planned for July to produce a detailed action plan (plus a young person friendly 'plan on a page') from the information produced with the young carers.

VCS partnership working

Following the handover of key contacts at the end of the contract with DCA a number of organisations have been approached directly to ensure that the dialogue and information sharing is able to continue. Examples of particular groups that have been directly approached and future work identified include, BID services (deaf and visual impairments), Home Group, Changing Lives (homelessness charity) and Refugee forum for the North East.

TAPs

Continued to provide advice and support as part of the Communications Workstream involved with the development of the TAPS programmes.

Young Peoples Portal Board

Working with partners to help produce relevant content and information for young people across County Durham. Materials for a 'soft launch' being prepared with a view to going live

at the end of July. Continuing conversations through Investing in Children with young people about ideas for content and promotion.

Healthwatch AGM

Both CCGs had a presence at the AGM for Healthwatch County Durham to talk to people there about our work. It was a very interesting opportunity to speak with people involved with Healthwatch either as board members or volunteers and find more from them.

Chronic Pain management

As a continuation from previous engagement (undertaken in 2016) information about the proposal for a more joined up service model to support people with persistent pain has been taken back to those using these services.

Staff from the CCGs attended a key local support group for individuals who experience persistent / chronic pain as they had been part of the previous engagement activity. Members of the group (which also included family carers) were able to provide real clarity of the issues that affect them most when using and requiring support from these services. The consensus from the discussions was that they were very supportive of the proposed new model of care and how this was intending to be able to provide them with greater support in local settings including through their GP practices.

There was also an online opportunity undertaken at the same time for individuals with lived experience or persistent / chronic pain and those individuals caring for someone with these conditions to comment. The survey provided a further 44 responses to the proposed information about future service delivery. The online responses corroborated with the feedback obtained from the support group session in support for the proposed improvements to the delivery of support to help individuals manage their condition.

3. North Durham Engagement Activity: April - June 2017

Included in this report is information from activities undertaken directly by the CCG, plus that of partnership working with a range of organisations including Investing in Children (IiC). A contract exists with IiC to work with and deliver specific engagement activities on behalf of the CCG with targeted audiences (e.g. Young People).

NOTE: Purdah – for local and national elections

Limited public engagement and communication was able to be undertaken during this reporting period because of the implications of the pre-election period known as purdah.

In the run up to the local elections in County Durham, purdah came into effect on 23 March 2017 and ran until the local elections on 4 May. During this time a 'snap' general election was also called and the purdah for this came into effect on 22 April 2017 and continued until after the election (ending on Monday 12 June).

As a result public bodies, including the CCG, were restricted in relation to any engagement activities and any announcements of new or potentially 'controversial' initiatives which could affect or be seen to influence the political debates taking place. This does mean that any work not already underway cannot commence or be communicated until after the result of the general election.

Patient Congress

As the original date for this event would have fallen in the week before the general election we had to move it to avoid conflicting with external political events. The new date for the event was Tuesday 20 June, 1-4pm in Chester-le-Street.

At the event the key discussion topics were 'Extended Access to Primary Care' as well as looking at 'Developing the Patient Voice in Practices'. As part of the second discussion there were presentations by members of Patient Groups and partners as examples of good practice.

A write up of the event has been published on the CCG website. There is also a short 'video' summary of the event which has also been published on the CCG website and shared through the organisations Social media accounts.

PRG Development Session

We have been working with members of the Patient Reference Group to look at developing how the CCG works with them in the future. The content of this session was developed between CCG staff and PRG representatives. The session which took place at the end of April was facilitated by Durham Community Action (DCA) to help produce clarity regarding

- Expectations from members about the purpose of the group
- Confirmation of the roles of members as part of the group
- How the CCG can provide appropriate support to members to help the group function effectively

The write up of the discussions was completed by staff from DCA and circulated to members of the group. The information presented will be used to continue to review and develop the working arrangements between the PRG and the CCG. Some particular next steps are outlined below and steps have already been taken to start to address them

- "Skills/Special Interest" audit of the PRG to support further engagement activities/opportunities
- Agree a protocol for PRG meeting management
- Programme of potential training and development topics for the PRG members to access (provided by NDCCG)
- Reconsider the induction pack to clarify roles, responsibilities and context
- Build topic specific focussed agenda for each PRG meeting

Patient Reference Group (PRG)

The members of the group have continued to highlight pertinent patient issues which have included;

- The use / take up of patient online services
- Queries regarding the future of Stroke services provision
- Further ways to raise profile of and promote the work of the PRG

Representatives from the group have also taken up opportunities to reach out to other groups which have included; a practice in Chester-le-Street currently not on the PRG and the annual general meeting of the Durham residents Association. The group had also received a presentation regarding the developments in relation type 2 Diabetes services.

During these meetings time had also been given to the members reviewing their options for future administrative support after DCA would no longer be able to provide this to the group after July 2017. A decision was taken at the June meeting that members of the PRG would

like NHS North Durham CCG to provide the administrative support in the future and arrangements for this have now been put in place to commence at the August meeting.

Patient, Public and Carer Engagement (PPCE) Committee

During this quarter the topics taken to the Committee for discussion have included; Accountable Care Partnership for Mental Health and Learning Disability services, closer working between North Durham and Durham Dales, Easington and Sedgefield CCG and a presentation and update on the work of the Better Health Programme. Discussions in the development session covered updates on the engagement support with young people provided by Investing in Children, the redesign of the new CCG website as well as contributing to the planning for the patient congress event.

Members have constructively reviewed and contributed to the development of the engagement work-plan for 2017-18. This has included requests for clear ways that partners are able to actively support the pieces of work include in the engagement plan.

As part of the outcomes from the PRG development session summary notes from all PPCE meetings are now being produced by the CCG Engagement Lead in their role of supporting both meetings. These summary notes are intended as a basis for the feedback being provided to the wider PRG membership and to help in sharing information between the two.

4. Future activity planned

The CCG engagement team is currently working with the CCG Commissioning and Delivery Team to identify areas from the work plan that will have a requirement for engagement. This could include engagement on stroke, community contract for North Durham the new premises and for DDES the review of the extended primary care services.

5. Other feedback received

Following the distribution of the DDES Urgent Care Pocket Guide, the CCG received a large number of calls from members of the public raising queries and concerns. All of these were dealt with via the CCG reception team, Engagement Team, Urgent Care project team or via the NECS Communication team. A log of all calls and emails has been kept and is available on request.

6. Additional information

The Engagement Team regularly attend the following meetings:

Joint meetings

- Better Health Programme (BHP) Comms and Engagement Group – monthly
- TAPs comms and engagement – monthly
- Voluntary Community sector working group – quarterly
- Investing in Children – health group / eXtreme
- Young person's portal
- Young carers
- Carers steering group
- Gypsy Roma Traveller
- North Durham / DDES Engagement Team meeting / Healthwatch

- CDDFT/North Durham CCG and DDES CCG communications and engagement update
- Local Authority / police update network meeting

DDES

- DDES Health Network Meetings – Easington, Durham and Durham Dales
- PRGs - Easington, Durham and Durham Dales
- Engagement Steering Group
- Commissioning meeting with Sarah Burns – monthly
- AAPs
- Internal Engagement Steering Group Meeting – Monthly
- Engagement Implementation plan group - quarterly
- Joint Engagement Meeting with North Durham – bi-monthly
- PRGs – three meetings each month
- PRG Chair's – quarterly
- PRG 'in common' - quarterly
- Health Network's
- Dales – quarterly
- Easington – bi-monthly
- Sedgefield – quarterly

North Durham

- Pain management
- Children's and young people care recovery sub group – bi monthly
- PRG agenda setting meeting
- PPCE monthly
- PRG monthly
- Durham Community Action
- Durham County Carers
- BID services – visual / hearing impairments
- AAPs

There are also other ad hoc meetings relating to engagement

Authors: Tina Balbach, Engagement Lead (DDES)
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Date: September 2017