

Meeting date: 21st November 2017

Item No:

GOVERNING BODIES IN COMMON DDES CCG AND NORTH DURHAM CCG

Title of report:	DDES CCG and North Durham CCG Engagement Activity report July to September 2017 (Q2)
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:	October 2017
Name of person presenting the report at the meeting:	Joseph Chandy, Director of Primary Care, Partnerships and Engagement
Reason for report: '✓' please tick relevant category	<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 2, ▪ Review the activity undertaken and provide any comments and suggestions for the future.
Report status: '✓' please indicate relevant category	<ul style="list-style-type: none"> ▪ Official ✓ ▪ Official Sensitive: Commercial ▪ Official Sensitive: Personal
Is this report confidential? please delete as appropriate	<ul style="list-style-type: none"> ▪ Yes ▪ No ✓
Procurement Conflict of Interest completed and attached: please delete as appropriate	<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>

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

Purpose of the report and summary of key issues:	<p>The purpose of the report is to provide an update on the range of engagement activities that took place during July to September (Q2) 2017 in both DDES CCG and North Durham CCG.</p> <p>The areas covered in the report include:</p> <ul style="list-style-type: none"> ▪ Stroke engagement ▪ Patient Reference Group ‘in common’ ▪ Patient Reference Group monthly meetings ▪ Investing in Children (IiC) ▪ Health Network meetings ▪ Urgent care, engagement with staff and patients ▪ Gypsy, Roma Traveller culture training ▪ Patient, Public and Carer Engagement (PPCE) Committee ▪ Community Contracts ▪ Young People’s Portal ▪ Young Carers ▪ Social Media approaches and young people
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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> 18 th October 2017	<u>Outcome</u> Agreed
	Executives in Common	24 th October 2017	Agreed
	Governing Bodies in Common	21 st November 2017	

Supporting documents/ Appendices:	Engagement Activity Update Engagement evidence log Community services re-procurement engagement report
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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

Engagement Activity: July - September 2017
NHS NORTH DURHAM AND DURHAM DALES EASINGTON AND SEDGEFIELD
CLINICAL COMMISSIONING GROUP

1. Background

This report has been produced in relation to the engagement activity that has been undertaken during this reporting period. It also highlights some future activity that is going to be implemented in the future.

As part of the closer working between the two CCGs, this report has been produced to bring together all engagement activity across County Durham into one report. The contents has been divided into county wide activity, North Durham specific activity and DDES specific activity.

Appendix one is the Engagement Evidence Log which shows the full information of where engagement activity has been carried out within this period. Included below is specific information regarding key pieces of work.

2. County-wide Activity

Stroke services

As part of the ongoing review of Stroke Services and a subsequent extension the Stroke Association contract a decision was made to engage with stroke patients, their carers and family members. In July a stroke survey was developed which was shared with various stakeholders for comments to enable this survey to be easy to complete. . Patients were identified via GP practice lists. A covering letter, survey and freepost envelope was then posted out to all those patient identified. Due to the fact that a large number of stroke patients have issues with mobility or communications problems it was vital to ensure that not only was the survey posted out to identified patients but other alternative options for being able to participate in the engagement was offered. . To do this the engagement team have worked in partnership with Healthwatch

This partnership arrangement has meant that Healthwatch have been able to offer one to one appointments, phone calls and a text messaging services to allow people the opportunity to talk about their experiences. The survey was also available on line and this has been heavily promoted via the two CCG social media platforms – Facebook and Twitter. The survey closes on October 12th and Healthwatch will be preparing a report based on the findings which will be submitted to the CCG Commissioning Teams for consideration.

Community Services

The community contract that North Durham and DDES CCG's have with County Durham and Darlington Foundation Trust is currently open for procurement. As part of this work the engagement team were asked to design questionnaires that could be undertaken with staff delivering community services, the patients they care for and staff within Primary Care. This engagement activity was linked to previous engagement undertaken as part of the TAP's project in DDES with the GP's back in March 2017.

The questionnaires were completed by the identified staff and patients over a two week period in September 2017. Subsequently this information has been analysed and the results passed back to the commissioning teams for consideration. A patient friendly version of the report has also been produced. This will be shared with the patients who participated in the engagement along with members of the PRGs.

Appendix two is a write up of this specific engagement activity which has been produced to share with partners.

Patient Reference Groups (PRG)

DDES PRG

The first PRG 'in common' was held in July, at Hardwick Hall in Sedgefield. The event was well attended and was a great opportunity to bring together all of the DDES PRGs. Three presentations were delivered, the first being from Chris Shore from Sedgefield PRG on Plan for Life which gave the background to Primary Care Home. The second was from Joseph Chandy, Director of Primary Care, Partnerships and Engagement on Primary Care Home and the third was from Lesley Jeavons, Director of Integration on Teams around Patients. From these discussions topics for the next PRG in common which will take place in October have been identified.



This was a great opportunity to bring all PRG members together to be involved in discussions from different localities with different their different area issues.

Feedback to date has been positive and the CCG will continue to work closely with the PRGs to make continuous improvements

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

- CCG commissioning architecture
- Urgent Care – patient and staff engagement
- Medicines Optimisation
- Stroke
- TAPS
- Help to Health
- Federation Update
- Mental Health
- Self-care campaign
- Closer working between North Durham and DDES CCG's

North Durham PRG

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

- Audiology services
- Patient transport providers
- Identification of vulnerable children
- Rapid Specialist Opinion review

Representatives from the group have also taken up the opportunity to reach out to staff from GP practices by attending a North Durham Protected Learning Time (PLT) event. At the event PRG representatives and the engagement lead attempted to identify and contact staff from practices not currently represented on the group. This was an opportunity to talk to staff directly about the work of the PRG and encourage them to ensure their practices patients have a voice in the



discussions.

A video message has also been produced by comments from members of the groups about; why they got involved, what they get from being involved and why others should think about joining as part of the promotion for the group.

Social Media approaches and young people

The two CCGs held an open session with young people from a range of Investing in Children (IiC) engagement groups to attend. Staff from the CCGs presented information about the rationale for using social media and examples of content. Discussions followed with young people about what more can be done to engage with young people (and the wider population) through social media. As part of the session, young people then designed what their 'campaign' would look like on a subject of their choice (Mental Health) if they were in charge of running it. This information has been very informative to help the CCG consider how it uses and communicates through these channels in the future.

3. North Durham specific activity

Premises usage

Work is being undertaken in North Durham in conjunction with CDDFT in order to maximise the use of the estates and space available. This is considering where and how administration and a limited number of patient facing services located in underused premises can be relocated to other existing NHS properties. As an example, some premises are only being used for two days a week which needs to be reviewed so that savings can be reinvested into patient care.

The sites initially being considered are in Framwellgate Moor and Coxhoe which both deliver a limited number of Podiatry sessions (and administrative functions) at present. Patients who have used these locations for periodic review appointments have been contacted directly by letter. We have been asking them about their views and preferences for potential options about where the same level of care and support can be provided from in the future. At the time of writing, over 130 responses had been received from these patients. Responses are still being received and will be used by NHS North Durham CCG and CDDFT together to implement appropriate future arrangements.

Patient, Public and Carer Engagement (PPCE) Committee

During this quarter there was one 'formal' meeting and two 'development' sessions. The formal meeting included discussions in relation to the implementation of the new extended access to primary care in North Durham, an update on the developments in relation to Teams Around Patients (TAPS) as well as the quarter 1 engagement report.

The development sessions saw members of the committee receive a very useful presentation regarding the work that Durham Community Action is undertaking as part of their role in supporting the development of TAPS. This particularly helped them understand some of the wider Voluntary and Community Services networks in County Durham. A presentation was also provided as part of a periodic updates on prescribing from Joan Sutherland which was well received. Members discussed contributing to the NHS England consultation on 'items which should not routinely be prescribed in Primary Care'. Discussions also included the plans for the October patient congress.

4. DDES specific activity

Health Networks

The engagement team attended two health network meetings in July and August at East Durham Health Network and Ground Works in Durham Dales. Updates were given around urgent care, stroke, Help to Health, Teams around Patients (TAPs) and closer working between North Durham and DDES CCGs.

5. On-going partnership projects

Young Carers

- Following previous workshops with young carers a new 'plan on a page' has been developed. This is looking at structuring the future work around the following areas;
 1. Be a Voice
 2. Be Safe
 3. Be You
 4. Be Strong and
 5. Be Healthy
- CCG representation will be established on the various working groups to support the delivery of this plan across County Durham. Plans include steps needed to increase take up of the Young Carers charter in health services, in particular GPs.

Gypsy, Romany and Traveller awareness session

- All members of the CCG Engagement teams across County Durham took part in a bespoke awareness session in relation to the culture, history and health inequalities for these communities. The session was delivered by members of the specific health team working with these communities across the county.

Investing in Children

- Members of the liC health group have continued to meet with the CCG over the summer. They have continued to work the DDES in relation to reviewing the implementation of the urgent care service consultation. Two members of the group have also contributed to a video message about why they are involved and what they have gained by being involved to be used as part of wider promotion for the group.
- Staff from the CCG also attended an liC event celebrating the voice of children and young people and took part in a range of discussions and workshops which were led by the young people themselves.
- Work is also being developed to encourage more of our GP practices to take up the liC Membership Award which recognises steps taken to create young person friendly aspects in services. The CCGs are working with liC to identify how best we can support our practices to take up this opportunity which can be used for evidence as part of their CQC inspections.

TAPS

- Members of the Engagement team have continued to provide advice and support as part of the Communications Workstream involved with the development of the Community Hubs / TAPS programmes.

- Looking at how the identification of possible 'person centred outcomes' can be developed and where the views of patients can contribute to this process.

Young Peoples Portal Board

- Working with partners to help produce relevant content and information for young people across County Durham.
- Site now being constructed and content prepared through apprentices specifically recruited to this project
- Materials for a 'soft launch' still being prepared with a view to going live around the October half term.

6. Future activity planned

Ophthalmology

Working together with CDDFT, the CCGs are planning conversations with patients who have raised intra-ocular pressure (IOP) with no signs of glaucoma. Moving forward the review appointments and routine monitoring of these patients will need to be conducted in community settings in response to increasing pressures on hospital services. The conversations will be seeking to explore with patients their views and any apprehension they may have about this transition and best they can be supported through it.

MH Crisis care

Working in conjunction with Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), the CCGs are embarking on engagement with patients, staff members and service managers and wider stakeholders around the Mental Health Crisis Service.

There is an event being planned looking specifically at the pathways.

North Durham Patient Congress

Plans have been put in place for the next North Durham Patient Congress on 19 October 2017 in Bowburn. Mental health will be the focus of this event which will include presentations about the Accountable Care Partnership from Tees, Esk and Wear Valle Foundation Trust as well as anti-stigma and discrimination work through a young people's project led by Investing in Children. The event will also see workshop discussions focused on specific services such as Street Triage and Liaison Psychiatry.

DDES Commissioning Priorities

The Commissioning Priorities Public Engagement Event will take place on October 12th at Spennymoor Town Hall. The event will begin with presentations from Stewart Findlay, DDES CCO, Sarah Burns, Director of Commissioning and Michael Fleming from Public Health at Durham County Council.

The focus of the event will be around four key areas; urgent care, smoking and respiratory, cancer and supporting older people to stay healthy.

The event has been publicised through Eventbrite, social media and also posters in GP surgeries.

Author: Daniel Blagdon, Engagement Lead NHS North Durham CCG and
Tina Balbach, Engagement lead NHS Durham Dales, Easington and
Sedgefield CCG

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Date: October 2017