

## GOVERNING BODIES IN COMMON

<b>Title of report:</b>	DDES CCG and North Durham CCG Engagement Activity report October - December 2018 (Q3)
<b>Author of report:</b>	Tina Balbach, Engagement Lead, Durham Dales, Easington and Sedgefield CCG Daniel Blagdon, Engagement Lead, North Durham CCG
<b>Sponsor Director:</b>	Joseph Chandy, Director of Primary Care, Partnerships and Engagement
<b>Date of report:</b>	February 2019
<b>Name of person presenting the report at the meeting:</b>	Joseph Chandy, Director of Primary Care, Partnerships and Engagement
<b>Reason for report:</b> '✓' <i>please tick relevant category</i>	<ul style="list-style-type: none"> <li>• Information only ✓</li> <li>• Development / Discussion</li> <li>• Decision / Action</li> </ul>
<b>Recommendations:</b> <b>(i.e. action being sought from the meeting)</b>	The Executives in Common is asked to: <ul style="list-style-type: none"> <li>• Receive the update regarding the engagement activity for Quarter 3</li> </ul>
<b>Report status:</b> '✓' <i>please indicate relevant category</i>	<ul style="list-style-type: none"> <li>• Official ✓</li> <li>• Official Sensitive: Commercial</li> <li>• Official Sensitive: Personal</li> </ul>
<b>Is this report confidential?</b> <i>please delete as appropriate</i>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No ✓</li> </ul>
<b>CONFLICTS OF INTEREST</b>	<b><u>THIS SECTION MUST BE COMPLETED BY THE REPORT AUTHOR / SPONSOR DIRECTOR</u></b>
<i>Are any members of the meeting likely to have a conflict of interest for this agenda item:</i>	NO
<i>Are the conflicted members detailed above allowed to receive this paper and attend the meeting?</i>	N/A
<i>If Yes - what is the action to</i>	N/A

<i>be taken at the meeting as a consequence of the conflict?</i>	
<i>'✓' please indicate relevant category</i>	

<b>Purpose of the report and summary of key issues:</b>	<p>The purpose of the report is to provide an update on the range of engagement activities that took place during October - December 2018 (Q3) 2018 in both DDES CCG and North Durham CCG.</p> <p>The areas covered in the report include:</p> <ul style="list-style-type: none"> <li>• Stroke Rehabilitation</li> <li>• Rheumatology</li> <li>• Vascular services</li> <li>• DDES PRG Chairs meeting</li> <li>• Patient Reference Group 'in common'</li> <li>• Patient Reference Group monthly meetings</li> <li>• North Durham PRG</li> <li>• Patient, Public and Carer Engagement (PPCE) Committee</li> <li>• Modernising healthcare in Derwentside</li> <li>• Improving 7 day access to primary care consultation</li> <li>• Health Network meetings</li> <li>• DDES website</li> <li>• Young Carers</li> <li>• Investing in Children (IiC)</li> <li>• Future activity</li> </ul>
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<b>Consultation and other approval routes (including outcomes):</b>	<u>Meeting/route</u>	<u>Date</u>	<u>Outcome</u>
	ND Patient, Public and Carer Engagement Committee	20.02.19	Approved

<b>Supporting documents/ Appendices:</b>	
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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
	<b>Does this report identify a risk for the CCG?</b>
	No
	<b>Does this report impact on the environment/sustainability of the CCG?</b>
	No
	<b>Does this report have legal implications?</b>
	No
	<b>Are there any resource implications – finance and/or staffing as a result of</b>

	<b>this report?</b>
	No
	<b>Has this report taken into account equality and diversity?</b>
	No
	<b>Does this report impact on Quality, Innovation, Productivity and Prevention (QIPP)?</b>
	No
✓	<b>Has there been any consultation/engagement (patient, public, stakeholder, clinical) with regard to the content of the report?</b>
	Content is focussed on engagement
	<b>Are there any clinical quality/patient safety issues identified in this report?</b>
	No
	<b>Does this report impact on any information governance issues?</b>
	No
	<b>Other implications</b>
	None identified

**Engagement Activity: October - December 2018 (Q3)**  
**NHS NORTH DURHAM AND DURHAM DALES EASINGTON AND SEDGEFIELD**  
**CLINICAL COMMISSIONING GROUPS**

## **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 next Quarter.

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 have been divided into countywide 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 Rehabilitation**

The review was led by the three Clinical Commissioning Groups (CCGs) covering County Durham and Darlington. It focused on the current pathway which includes the specialist stroke rehabilitation provision at Bishop Auckland Hospital, as well as rehabilitation provision outside the hospital in the community.

The engagement took place between October 4<sup>th</sup> and November 30<sup>th</sup> 2018. The engagement methodology included talking with patients who have experienced a stroke and / or their families/carers and seeking their views, to help us to provide a service that delivers care closer to home where possible and more continuity of care.

The engagement work involved attending established stroke groups within the community to talk to stroke survivors to gather feedback on their experiences and discussing options around new ways of providing care to stroke patients which would enhance their experience. It also involved speaking to patients who were in patients on the stroke wards at Bishop Auckland Hospital and University Hospital of North Durham and those who have recently been discharged.

An online survey was developed along with paper copies for patients and carers to complete. Paper copies which were completed were uploaded to the online survey.

Paper copies of the survey were left with the staff at the rehabilitation ward at Bishop Auckland Hospital and at University Hospital of North Durham so patients, who are currently in-patients, had the opportunity to give their views and experiences.

From the engagement sessions that were attended, over 100 patients / carers were reached and their qualitative feedback along with themes were written into an engagement report. Alongside this feedback 120 respondents completed the survey and this feedback, along with the qualitative data from the engagement sessions was reported to the January Health Overview and Scrutiny Committee (HOSC).

Key stakeholders across health, social care, the Stroke Association and Clinical Network are developing a business case for a model of care which best meets the needs of the local population. The information received as part of the engagement process will be used to help inform this process and will inform any future service delivery.

There is a need to ensure that people across County Durham and Darlington receive care closer to home where possible and that the level and quality of care provided is consistent.

## **Rheumatology**

Following the patients and staff (both Primary and Secondary care) engagement during August and September, this information and experience were then able to be used as part of a clinical workshops in October and November that was looking at the future of these services.

This piece of work took place across County Durham, Darlington and Tees as well as a portion of Hambleton, Richmondshire and Whitby. The sponsor Director, project lead and Engagement lead were all from County Durham CCG staff.

Building on the [rich patient feedback](#) that was obtained through the original survey, a focus group was arranged in November that was to go through in more detail the proposals that had come out of the initial clinical workshop. All patients who had provided contact details as part of the survey were invited to take part. The event saw 12 patients and carers attend on the day with a further 18 review the information remotely (by email). A summary of [the outcomes from the focus group](#) session have also been published on the CCG website and shared with the project leads.

The project is now looking at establishing the required 'workstreams' that will help to deliver the vision set out for the future of these services. Included as part of these groups are a number of key Voluntary and Community representatives including Durham Community Action plus Healthwatches' from both Darlington and South Tees.

## **Vascular services**

NHS England commissions adult specialised vascular services, including surgery and interventional radiology. CCGs commission non-specialised vascular services. Vascular services manage the treatment and care of patients with disorders of arteries and veins.

The Engagement Team have been liaising with colleagues at NHS England who are leading a service review in relation to vascular services across James Cook University Hospital, in Middlesbrough, the Freeman Hospital, in Newcastle, Sunderland Royal Hospital and University Hospital of North Durham.

Following the attendance of NHS England (NHSE) staff at the Durham Overview and Scrutiny Committee in September, the CCG staff are awaiting confirmation of the NHSE staff in relation to future communications / engagement activities that they are planning.

### **3. Patient Reference Groups (PRG)**

#### **3.1 DDES PRGs**

##### **PRG Chairs Meeting**

The PRG Chairs met in November where the main issues discussed were the PRG in Common feedback, developing opportunities for the group in relation to establishing better information sharing and learning between the North Durham and Durham Dales, Easington and Sedgefield (DDES) CCG Patient Reference Group. The Chair from the North Durham PRG will attend the next DDES PRG in Common to discuss how they run their PRG and the governance structures.

##### **PRG in Common**

DDES Patient Reference Group (PRG) in Common met for a development session in November at Hardwick Hall in Sedgefield. The group heard updates around communications and engagement and the statutory duty of CCGs, the stroke rehabilitation services engagement, vascular services and Improving 7 day access to primary care services consultation.

There was also a presentation on Suicide Prevention delivered by Lucy Wilkinson from Durham County Council.

##### **Locality based PRGs**

The three Patient Reference Groups (PRGs) in the DDES area – Easington, Sedgefield and Durham Dales, met in August and September.

Areas that have been discussed within the locality based PRGs during the reporting period have been:

- The future of PRGs and how we can work more collaboratively and effectively
- Improving 7 day access to primary care services public consultation
- Vascular services
- Rheumatology
- Stroke Rehabilitation Services Review
- A presentation on community ambassadors
- Updates on the public consultation in relation to Shotley Bridge Hospital / Derwentside services.

#### **3.2 North Durham PRG**

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

- Last Offices (care of the dead) at hospital sites which members continue to liaise with CDDFT regarding and offer support where they can
- Members have continued to receive updates and draft materials in relation to the planned engagement (and formal consultation) across Derwentside planned in 2019. Members have provided extremely constructive comments in relation to the content and information being presented in the most appropriate way for the public.
- Development opportunities for the group were discussed in relation to establishing better information sharing between the North Durham and Durham Dales, Easington and Sedgefield (DDES) CCG Patient Reference Group

- Updates on the engagement activity for the work in relation to Stroke and Rheumatology services
- Members also received an update from the medicines Optimisation Lead regarding the work that the CCG is looking at in this area.

#### **4. North Durham specific activity**

##### **4.1 Patient, Public and Carer Engagement Committee (PPCE)**

The Patient, Public and Carer Engagement Committee continue to meet and hold NDCCG to account in terms of engagement activity. Topics covered during the formal and development meetings included; Practice based budgets, Rheumatology engagement updates, information relating to the development of Integrated Care Systems in our area, the implementation of the new Community contract across County Durham and discussions regarding the developing plans for future engagement and public consultation in relation to Shotley Bridge Hospital / Derwentside services.

##### **4.2 Modernising Healthcare in Derwentside**

Conversations have been on-going with members of the North Durham PRG and PPCE committee in relation to this subject. A draft consultation plan to set out the outline process and direction of the project has been shared with these members to gather their comments on the draft content.

Subsequently, specific plans regarding how the engagement process as well as the formal consultation (due later in 2019) will be planned and delivered will be taken back to these groups for further inclusion in the development of the materials and delivery as this develops.

#### **5. DDES specific activity**

##### **5.1 Improving 7 Day Access to Primary Care Services patient engagement**

Following the Health Overview and Scrutiny Committee in September, there was an agreement due to the long period of pre engagement that we could prepare for a public consultation starting in November 2018 for a period of six weeks. This was extended and will now close on the 30<sup>th</sup> January.

The engagement has consisted of nine public meetings and where possible the Engagement Lead has gone to meetings or groups that are already established. The engagement plan details where we are aiming to reach those who are from protected characteristic groups and those who are seldom heard.

When the consultation closes the findings will be reported into HOSC in February.

##### **5.2 Health Networks**

The Engagement Team attended a Health Network meeting in November with East Durham Trust where updates were given around Stroke Rehabilitation and vascular services. A briefing was given around the consultation on Improving 7 Day Access to Primary Care Services, the dates of public meetings were shared and the group were asked to share the social media posts with their groups. They were taken through the consultation document and the aim of the consultation explained. Members of the group were also asked to give out the consultation document at their groups and encourage completion of the survey at the back.

## 5.3 DDES Website

Following on from the amber scoring DDES received on the assessment that NHS England carried out on the website in 2017/18 to review how we do engagement, this highlighted a need for changes and improvement to the website and how we demonstrate our engagement.

The Involve me section of the website continues to be updated with on-going and completed engagement projects.

The 2018/19 IAF website assessment template will be sent to the chief officers in early 2019 where a self-assessment will be carried out. The five southern CCGs will work collaboratively on this project.

## 6. On-going partnership projects

### 6.1 Young Carers

- Both CCGs continue to support the implementation of the County wide Young Carer strategy as active members of the local steering group.
- This has involved working alongside members of TEWV staff to help implement and monitor progress against this plan in relation to health services.
- Colleagues across the emerging Teams Around Patients (TAPS) have been asked to consider how their work can include identification and support to Young Carers as this progresses

### 6.2 Investing in Children

- The members of the health group have continued to link into work regarding Improving 7 day access to primary care services and will continue into the consultation with adult free focus groups.
- The eXtreme group have been involved with this work and gave comments on how we could improve the animation and their views on the questions asked in the consultation survey.
- Members have also started conversations regarding the potential development of a video animation in relation to helping communicate with other young people the work that has been happening around the Mental Health Transformation Plan across County Durham

## 7. Future activity planned

### Extended primary Care Access

When the consultation closes on 30<sup>th</sup> January the findings will be analysed and put into a full report which will help the commissioning team to make their decisions around how the service will be delivered.

A robust communications and engagement plan will be written to support the delivery and implementation of the service.

### Rheumatology

Following the previous period of patient (and staff) engagement the report previously mentioned the workstreams are being developed. As part of this work considering future Rheumatology service arrangements across the five CCG areas involved, there may be

further conversations with patients as required. These would be opportunities to share developments and gather further patient perspectives on this to continue to develop the future of services in a collaborative approach.

### **Modernising Healthcare in Derwentside**

Updated information is due to go back to the Durham health Overview and Scrutiny (OSC) Committee during Quarter 4 of 2018/ 19. Following this and the agreement of OSC, the initial patient, staff and wider engagement will be able to commence.

**Authors:**

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