

Meeting date: 15 January 2019

Item No:

## GOVERNING BODIES IN COMMON DDES CCG AND NORTH DURHAM CCG

<b>Title of report:</b>	Durham Dales, Easington and Sedgefield (DDES) Clinical Commissioning Group (CCG) and North Durham CCG Engagement Activity report July – September 2018 (Q2)
<b>Author of report:</b>	Tina Balbach, Engagement Lead, Durham Dales, Easington and Sedgefield (DDES ) Clinical Commissioning Group (CCG) Daniel Blagdon, Engagement Lead, North Durham CCG
<b>Sponsor Director:</b>	Joseph Chandy, Director of Primary Care, DDES CCG and North Durham CCG
<b>Date of report:</b>	January 2019
<b>Name of person presenting the report at the meeting:</b>	Joseph Chandy, Director of Primary Care, DDES CCG and North Durham CCG
<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>	Governing Bodies are asked to: <ul style="list-style-type: none"> <li>▪ receive the update regarding the engagement activity for Quarter 2.</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>	<b>No</b>
<b>Procurement Conflict of Interest completed and attached:</b> <i>please delete as appropriate</i>	<b>No</b>
<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>Who is conflicted and why – please give the name(s) of all conflicted members?</i>	No
<i>Are the conflicted members detailed above allowed to receive this paper and attend the meeting?</i>	No

<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 July to September (Q2) 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>▪ Care Navigation</li> <li>▪ Vascular Services</li> <li>▪ Audiology</li> <li>▪ Patient Reference Group (PRG) ‘in common’</li> <li>▪ DDES locality based PRG monthly meetings</li> <li>▪ North Durham PRG</li> <li>▪ North Durham CCG Patient, Public and Carer Engagement (PPCE) Committee</li> <li>▪ Modernising healthcare in Derwentside</li> <li>▪ Extended Primary Care Access patient engagement within DDES</li> <li>▪ Health Network meetings</li> <li>▪ DDES PRG Chairs’ meeting</li> <li>▪ DDES website</li> <li>▪ Young Carers</li> <li>▪ Investing in Children (IiC)</li> <li>▪ Future active planned including Extended Primary Care Access and Rheumatology</li> </ul>
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<b>DDES and North Durham consultation and other approval routes (including outcomes):</b>	<u>Meeting/route</u> North Durham PPCE Committee	<u>Date</u> 21.11.18	<u>Outcome</u> Agreed
	Executives in Common	27.11.18	Agreed
	Governing Bodies in Common	15.1.19	

<b>Supporting documents/ Appendices:</b>	▪ Engagement Activity: July – September 2018
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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:*

<b>(✓) tick as appropriate</b>	<b>Impact area</b>
	<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 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.

# **DURHAM DALES, EASINGTON AND SEDGEFIELD CCG AND NORTH DURHAM CCG**

## **Engagement Activity: July – September 2018**

### **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 CCG specific activity and DDES CCG specific activity.

### **2. County-wide Activity**

#### **Stroke Rehabilitation**

The review, is being led by the three Clinical Commissioning Groups (CCGs) covering County Durham and Darlington. This is focusing 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 includes speaking 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 activity started in early October 2018 and continued into late November 2018; it included speaking to patients who are currently on the stroke wards at Bishop Auckland Hospital and University Hospital of North Durham and those who have recently been discharged.

As part of the engagement work, we attended established stroke groups within the community to talk to stroke survivors to gather feedback on their experiences. We discussed options around new ways of providing care to stroke patients which would enhance their experience.

There was an online survey for patients and carers to complete; there was also a paper version available. Paper copies were left with the staff at the rehabilitation ward at Bishop Auckland Hospital so patients, who were currently in-patients, had the opportunity to give their views and experiences.

#### **Rheumatology**

Patients and staff (both Primary and Secondary care) engagement was undertaken in relation to Rheumatology services during August and September 2018. This gathered information and experiences which were then able to be used as part of a clinical workshop in October 2018 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.

There were over 300 patient responses received. This provided very rich information regarding the range of experiences that patients have across the geography and services include as part of the review. A full engagement summary report was produced from this information and shared with the project group leading the work as well as at the clinical workshop in October. The summary report from the patient engagement has been published on the CCG websites - <http://www.northdurhamccg.nhs.uk/wp-content/uploads/2018/11/Rheumatology-Improvement-Project-Engagement-Summary-Report.pdf>

As part of the patient engagement, contact was made with a number of local support groups for Rheumatology patients willing to talk about their experiences. Through this a series of telephone interviews with patients were arranged. The content of the interviews was then used alongside a video animation to help convey aspects of their experiences. This animation was shown at the clinical workshop as part of the presentation of information from the engagement work.

A separate engagement report with the information from the staff from Primary and Secondary care was also compiled and shared with attendees at the clinical workshop to supplement the discussions taking place.

## **Care Navigation**

After being confirmed, the templates to be used in clinical systems were made available to practices with updates being communicated through the CCG newsletters. These included a couple of updates made to the content following feedback received from staff in Primary Care.

A presentation was given at the August 2018 Advice in County Durham network event. This allowed the CCG to communicate directly with over 80 VCS organisations about the development of Care Navigation, its intentions as well as opportunities for its expansion in due course. An article about Care Navigation was also included in the edition of County Durham News produced during this quarter which was posted out to each household in the County.

The final staff face to face training sessions for reception staff took place throughout June, July and September 2018. Practices were encouraged to engage in dialogue with their local Community Pharmacy prior to implementation to confirm any requirements for communicating between them in relation to a patients care if required.

Through the work of the Task and Finish Group (involving practice managers) plans are being developed in relation to establishing opportunities for 'super-users' to be identified and come together to share best practice after the first quarter of implementation. Conversations are also continuing with Healthwatch County Durham in relation to the work they will be providing to deliver an independent evaluation of the implementation of Care Navigation. Plans are being put in place for the roll out of the 'soft skills' training sessions for all of the reception staff to compliment the practical information contained in the initial training they received. This is being developed in conjunction with Durham Dales Health Federation.

A further training /development session was held with Practice nurses in September 2018. This provided them with information about the templates and services included as well as explored what, for them, would be beneficial to be included in the templates in the future versions as they develop.

## **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.

## **Audiology**

Working collectively, the five CCGs across County Durham, Darlington and Tees were looking at the experiences of people who have age related hearing loss. An online survey was established to provide a flexible method for people to contribute.

In addition, the County Durham CCGs approached a range of local organisations to undertake face to face sessions to help share the information about the piece of work and to engage directly with those affected. This information has been collated centrally as part of the project and the final engagement report will be shared through the CCG websites soon.

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

### **3.1 DDES PRGs**

#### **PRG in Common**

DDES Patient Reference Group (PRG) in Common met for a development session in July at the ExCel Centre in Newton Aycliffe. The group heard updates by the Director of Commissioning around current work projects such as Vascular services, Rheumatology, Stroke rehabilitation services, Mental Health Crisis House and Muscular Skeletal (MSK).

The group also received an update from Director of Primary Care and Engagement on the future way of working with the five CCGs and the options that the Executive Teams are working on.

#### **Locality based PRGs**

The three Patient Reference Groups (PRGs) in the DDES CCG 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:

- Extended Primary Care Access
- The admin changes to the PRGs
- Care Navigation
- Vascular services
- Rheumatology
- Stroke Rehabilitation Services Review
- Public consultation in relation to Shotley Bridge Hospital / Derwentside services.

- The consultation around changes to Urgent Care Services at Sunderland Hospital

### **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,
- The Director of Commissioning attended the meeting in August to address a range of queries that included Vascular services, Rheumatology, Audiology and the Sunderland services at the new site in Belmont,
- In August members elected their representatives to sit on the Patient, Public and Carer Engagement Committee following the current tenure expiring,
- Development opportunities for the group were discussed in relation to establishing better information sharing between the North Durham and Durham Dales, Easington and Sedgfield (DDES) CCG Patient Reference Group,
- Updates on the engagement activity for the work in relation to Stroke and Care Navigation across County Durham,
- Information was shared with members in relation to the Extended Primary Care Access work that is taking place across the DDES 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 North Durham CCG to account in terms of engagement activity. Topics covered during the formal and development meetings included; Practice based budgets, Rheumatology engagement plans and discussions regarding links into local groups, MSK service developments, e-consultations in Primary Care, a Medicines Optimisation update 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**

Initial conversations have taken place with members of the North Durham CCG 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 pre-engagement process as well as the formal consultation (due 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 Extended Primary Care Access patient engagement**

Following the Health Overview and Scrutiny Committee in September 2018, there was an agreement due to the long period of pre engagement that we could prepare for a public consultation that started in November 2018 for a period of six weeks.

The Engagement and Commissioning Teams are working together, planning for the consultation.

## **5.2 Health Networks**

The Engagement Team attended a Health Network meeting in April 2018 with East Durham Trust where updates were given around Integrated Children's Therapies and care navigation.

## **5.3 PRG Chairs Meeting**

The Chairs met in August 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 Sedgfield (DDES) CCG Patient Reference Group. The Chair from the North Durham PRG will attend the next DDES CCG PRG in Common to discuss how they run their PRG and the governance structures.

## **5.4 DDES CCG Website**

Following on from the amber scoring DDES CCG received on the assessment that NHS England carried out on the website 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.

## **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 Extended Primary Care Access and will continue into the consultation with adult free focus groups. The eXtreme group will also be involved with this work.
- 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**

The Extended Primary Care Access Consultation will be carried out until mid-December 2018 and findings reported into OSC in January 2019.

## **Rheumatology**

Following the previous period of patient (and staff) engagement the report collating this information was taken to the planned clinical workshops. After the two planned events to consider future Rheumatology service arrangements across the five CCG areas involved, there may be further conversations with patients. These would be opportunities to share information that has come out of the clinical workshops and gather further patient perspectives on this to continue to develop the future of services in a collaborative approach.

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Date: January 2019