

Meeting date: 15.05.2018

Item No: **XXXXXX**

GOVERNING BODIES IN COMMON DDES CCG AND NORTH DURHAM CCG

Title of report:	DDES CCG and North Durham CCG Engagement Activity report January to March 2018 (Q4)
Author of report:	Tina Balbach, Engagement Lead, DDES CCG Daniel Blagdon, Engagement Lead, North Durham CCG
Sponsor Director:	Joseph Chandy, Director of Primary Care, DDES CCG and North Durham CCG
Date of report:	April 2018
Name of person presenting the report at the meeting:	Joseph Chandy, Director of Primary Care, DDES CCG and North Durham CCG
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 4, ▪ 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>

<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 January to March (Q4) 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"> • Stroke engagement • Mental Health Crisis Service patient engagement • Medicines Optimisation Consultation • Improving Access to Psychological Therapies (IAPT) • Care Navigation • Hospital of God • Annual Reports • Patient Reference Group ‘in common’ • Patient Reference Group monthly meetings • North Durham PRG • Shotley Bridge Hospital engagement • Patient, Public and Carer Engagement (PPCE) Committee • Primary Care Services patient engagement • Health Network meetings • DDES PRG Chairs meeting • DDES website • Young Carers • Gypsy, Romany and Traveller Practitioner meeting • Investing in Children (IiC) • Young People’s Portal • Integrated Children’s Therapies • North Durham Patient Congress
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Consultation and other approval routes (including outcomes):	<u>Meeting/route</u>	<u>Date</u>	<u>Outcome</u>
	Executives in Common Extended Membership	8.5.18	Approved

	Governing Body in Common	15.5.18	
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Supporting documents/ Appendices:	Engagement evidence log
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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: January – March 2018
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

2.1 Stroke services

The Stroke engagement closed in October 2017 and Healthwatch prepared a report based on the findings and was shared with the CCG Commissioning Teams for consideration. The recommendations were shared with the joint Executive and the Overview and Scrutiny Committee (OSC) in January 2018 and were accepted and the commissioning team are now implementing the changes.

A thank you letter went to all stroke survivor patients via their GP practice to thank them for their participation in the engagement. The letter also advised that they can view the full engagement report with all findings and recommendations on the Healthwatch website or alternatively they could be sent a paper copy on request.

2.2 Mental Health Crisis Service

The engagement with patients and carers was carried out in December and the analysis was written up and handed over to the commissioning team to go into a review report. This report contained details of all engagement undertaken including stakeholders, GPs, NHS 111 and provider staff and managers. This report will give recommendations on how the service should look moving forward.

2.3 Medicines Optimisation Consultation

The CCGs in County Durham supported NHS England's national consultation regarding medicines not to be routinely prescribed over the counter. This national consultation specifically looked whether there should be reduction in prescribing of over-the-counter (OTC) medicines for minor, short-term health concerns. The proposed guidance was not in relation to stopping individual products themselves, but rather their use was in relation to such minor, short-term or self-limiting conditions.

A local summary information sheet was produced and made available to people as part of the County Durham information what was circulated. This was reviewed by our Medicines Optimisation leads prior to being circulated. The local information and links to the national

consultation were circulated to all of the CCG contacts, AAPs, MyNHS and patient groups to make them aware and encourage them to contribute.

Individual offers to meet to discuss the information were made to Peoples Parliament, Regional Refugee forum, Durham County Carers Support and our key links into the GRT community so that they could discuss this directly with CCG staff. Unfortunately no-one took up these offers on this occasion.

2.4 Improving access to psychological therapies (IAPT)

A proposed new model for Increasing Access to Psychological Therapies (IAPT) services has been developed, which is looking to be in place from March 2019. This piece of engagement work is taking place jointly across five CCGs, with County Durham holding its two public sessions at the end of March. These sessions built on previous engagement activity from the County Durham review of these services in 2017. Through the proposed new model the CCGs involved are looking at how they can achieve the national access target of 25% as well as providing new elements of support (a well-being offer and specific support for people with a Long Term Condition).

The public sessions (Spennymoor and Central Durham) allowed patients, public and stakeholders to hear from the County Durham project lead about the background of the model development and the intentions for the new model to enable increased access. A series of targeted sessions were also held with a range of groups such as chronic pain patients, individuals with learning Disabilities, substance misuse groups as individuals with hearing loss and deafness. Working in partnership with Investing in Children we looked to ensure young people had the chance to contribute directly too. Throughout the conversations views regarding access, the range of support to be included and any potential barriers to enabling someone to participate fully in their course of treatment were explored.

The opportunity to contribute through an online survey has also been offered across the five CCG's to provide people with an alternative method.

Further sessions for County Durham are continuing into April to gather views from a range of people. The engagement work across the five CCG areas is due to be completed by the end of April with all of the information being collated centrally and fed into the project team to help inform and shape the future service specification.

2.5 Care Navigation

There has been extensive engagement and activity during Quarter 4 in relation to Care Navigation to support the broader development of the programme ready for implementation.

A presentation outlining the background, expected benefits and how it will work in practice has been produced and taken out widely to a range of partners. Presentations were given to Healthwatch staff, the Local Medical Committee, all of the 13 Area Action Partnership board meetings across the county, the Health and Well-being Board as well as smaller session with young people from Investing in Children's Health Group and individuals from Durham Deafened Support. Papers have also been submitted for the Health Overview and Scrutiny Committee April meeting. Comments and questions from these sessions were collated and have been used to develop a Frequently Asked Questions document which will be subsequently published to support the roll out of the programme.

Presentations have also been taken to specific administrative staff Protected Learning Time events to give them the chance to hear directly about this work, ask questions about it and shape their role in effectively implementing it.



Two large stakeholder and partner workshops were held in February and March (with approximately 90 people at each) to identify and develop the initial pathways included as part of Care Navigation.

These events included practice staff, local providers such as County Durham and Darlington NHS Foundation Trust, Voluntary and Community Sector partners as well as patient representatives from both CCGs. These were opportunities to understand from this broad range of stakeholders which types of services and support were suitable for inclusion in the initial implementation phase. Through the subsequent conversations participants have been able to help look at refining the criteria to be included for each of the top pathways that are being considered for the initial implementation.



As well as the workshop sessions patient representatives involved with the CCGs have also helped to review and continually develop the 'briefing sheet'. This document was intended to help provide partners with an overview of the programme and process. Once finalised we will be able to share it with individuals they may be working in local community groups and services to help them articulate what Care Navigation is.

A video message to introduce what Care Navigation is has also been produced to help communicate through our social media accounts and websites as well as on GP practices display screens.

2.6 Hospital of God

A series of targeted conversations were undertaken in relation to a review of this specific Dementia service provider as part of the routine programme of contract reviews. To understand the views and experiences of individuals with Dementia and their family conversations took place at three of the 'Dementia Cafes' delivered by Hospital of God at three different locations. To understand a wider perspective of care and support that is valued and appreciated by individuals with Dementia and their family's conversations also took place at a dedicated Dementia arts project, relevant groups at Beamish museum, a memory Café, Alzheimer's Society service user panel.

As part of the development of the questions to be included in this piece of work they were shared with staff from the Dementia support project at Durham County Carers Support. Once agreed they formed the basis of the conversations at the above groups as well as an online version of the questions too.

The information from these sessions has been collected, written up and shared with the commissioners who have been undertaking the review. Follow up information from the outcome of this from the commissioners is pending.

2.7 Annual Reports

The CCGs annual reports were to evidence the outcomes of CCG engagement projects. These have been written and submitted to the communications lead.

3. Patient Reference Groups (PRG)

3.1 DDES PRGs

The third PRG 'in Common' was held in January, at Hardwick Hall in Sedgefield. Attendees received two presentations; the first from Mike Brierley, Director of Corporate Programmes, Delivery and Operations (ND and DDES CCG) and Carl Bashford, Head of Service, Accountable Care Partnership, Durham, Darlington & Teesside, Tees Esk and Wear Valley Mental Health Trust (TEWV) around Accountable Care Partnership for Learning Disabilities.

The second presentation was delivered by Fran Bergin, Locality Manager, TEWV on the Mental Health Patient Pathway.

Feedback received from PRG members on the 'in Common Meetings' has been very positive and the feeling is that it is a great opportunity to bring all members together to be involved in discussions from different localities. The CCG will continue to work closely with the PRGs to make continuous improvements.

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

- Primary Care Services (PCS) – patient engagement
- Care navigation
- Stroke Services
- Mental Health Crisis Service
- IAPT
- Integrated Children's Therapies
- DDES website and the NHS England assessment

There were also discussions around how the PRGs can be more involved in the CCG engagement. This will form part of the agenda at the next PRG in Common in April.

3.2 North Durham PRG

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

Patient issues highlighted include Last Offices (care of the dead) at hospital sites, which saw members of staff from CDDFT, including the Director of Nursing attend the group to discuss it directly with members. Subsequently the trust have written to the PRG to outline steps that are being taken in relation to the organisations policy and procedures in this area as a result of the concerns raised. Members also contributed very useful comments and suggestions regarding groups that could be approached as part of specific engagement projects such as the Hospital of God review.

Two presentations were brought to the group regarding Bowel screening services and from the North East Ambulance Service (NEAS) in January and March respectively. The

discussions with NEAS focussed on the changes brought in at the end of 2017 to their monitoring and recording requirements.

Care Navigation developments have been provided at each meeting, in particular from those members who participated in the stakeholder workshops. Members have also continued their dialogue with the CCG in relation to RSO and the evaluation of this initiative.

4. North Durham specific activity

Shotley Bridge Project group

Shotley Bridge Project group met again in January and February to continue to investigate the information regarding the range of services currently being delivered from the site. Patient and Healthwatch representatives were part of these meetings along with staff from Durham County Council, Tees Esk and Wear Valley NHS Foundation Trust and County Durham and Darlington NHS Foundation Trust.

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 two formal meetings included; the Quarter 3 engagement report, Care Navigation developments were shared and members involved in producing communication materials, discussions also looked at the future topic and venues for the ND Patient Congress event.

5. DDES specific activity

5.1 Primary Care Service (PCS)

The Engagement activity took place over a nine week period from the middle of December 2017 to the end of February 2018.

The aim of the engagement work was to gather the views from Patients and carers who accessed the primary care services in the Durham Dales, Easington and Sedgefield CCG area and those who went out of the DDES area into Urgent Care Centres or A&E Departments.

There was a requirement to do some further data analysis and patient engagement to understand whether the way the service is currently set up is giving patients the best service. We engaged with patients and stakeholders to find out about their experiences of using the Primary Care Services but also to aim to reach those who have not. If they are not using the PCS, then where are they going? What services are they using?

Stakeholders were also engaged to give them the chance to feed into this process and give them the opportunity to aid in the development of and decisions about new options for service delivery. We need to find out what else patients think we should be offering whether this is, for example: home visits, telephone calls so they can be seen on the same day if they have an urgent need.

The stakeholders we engaged included many of those who were involved in the Urgent Care consultation. We worked with our Patient Reference Groups (PRGs), Health networks and other partners who could help us to reach as many potential service users as possible. We also worked with harder to reach groups such as Gypsy Romany Traveller groups, Investing in Children eXtreme Group and also the young people's health group.

The engagement team, supported by the CCG commissioning team attended each Primary Care Service, nine hubs and spoke to patients about their experiences of the services and completed questionnaires.

This team worked with staff within the centres to distribute questionnaires over the next four to six weeks to capture a good range of feedback. All questionnaires were put into a sealed envelope by the patient and stored in a confidential box.

The feedback from all localities shows that NHS 111 is rated as good or great and they like the service. Feedback from Easington and Sedgfield is similar in that they are happy the change the number of hubs as long as it is still convenient to them. We need to carry out more engagement around options of where these hubs could be.

The Durham Dales feedback about their opinion on the sites is difficult to gauge as very few people chose to answer, therefore it is difficult to be able to gain a strong view from the remaining few responses. We need to do more engagement with this locality to look into why patients perceive it to be difficult to get an appointment.

The analysis of this first phase of feedback has been written up and is going to OSC in April and from there we agree what the next steps should be.

5.2 Health Networks

The engagement team attended a health network meeting in January and March with East Durham Trust where updates were given around primary care service, stroke, mental health crisis and care navigation.

5.3 PRG Chairs Meeting

The Chairs met in February where the main issues discussed were the Election Process, PRG members involvement with the CCG website, STP, care navigation and locality issues.

5.4 DDES Website

Following on from the amber scoring DDES 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.

Extensive work has now been carried out to draft some pages with improvements. Representatives from each PRG will be meeting with the engagement team to look over the pages to see if the language used is correct and if there is anything additional to be added.

PRG representatives were also shown drafts of the home page of the newly designed website and asked for comments on the layout, languages, fonts used and the colours.

6. On-going partnership projects

6.1 Young Carers

- Developed new action plan for both CCGs to support the implementation of the County wide Young Carer strategy as active members of the local steering group.
- Working alongside members of TEWV staff to help implement and monitor progress against this plan in relation to health services.

6.2 Gypsy, Romany and Traveller Practitioner meeting

- The team went on a site visit to in January to Ash Green Way, St Philips and East Howle to speak to clients about their use of Primary Care services.

6.3 Investing in Children

- The members of the health group have continued to work the DDES in relation to Primary Care Services and three agenda days were held in each locality to gather views on how services could be accessed. These were held in Peterlee, Trimdon and as part of the eXtreme group.
- Members of the group have also supported conversations regarding the proposed IAPT model
- Information about Care Navigation and the draft 'briefing sheet' were reviewed by members of the group to help ensure the language was clear

6.4 Young Peoples Portal Board

- Planned working group for this quarter was cancelled but future dates have now been arranged for membership to come back together and review progress.

7. Future activity planned

7.1 Integrated Children's Therapies

Engagement will begin around in April with children, young people and their parents/ carers to find out about their experiences of accessing Children's Therapy services (0-19 years) and the way they are delivered. It will also involve speaking to the schools involved.

The engagement will be predominantly aimed at families with children / young people with complex needs such as special educational needs and disabilities (SEND) and Education Health Care Plans (EHCPs) and will also involve those without complex needs.

The conversations will help us to understand what would work best for children's complex needs and when they need input from therapy services and what is important to them. What do parent and carers think their children's needs are? What is required to keep them safe and be able to achieve in the school day? From a health perspective what do they want from each service?

We will be reaching children, young people and their parents/ carers through the therapy services, piggy backing at conferences such as Making Changes Together and attending groups such as the Investing in Children eXtreme group. Links with established groups such as health networks and PRGs will also be engaged to enable us to reach as many patients as possible.

7.2 North Durham Patient Congress

North Durham CCG will be holding its next Patient Congress event in May. This time the event will be centred around Learning Disabilities and Special Education Needs and Disabilities (SEND). We will be taking this event to a new venue in Lanchester in attempts to reach out to different audiences and parts of our population.

Author:

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Sponsor: Joseph Chandy, Director of Primary Care, DDES CCG and North Durham CCG

Date: April 2018