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Public Governing Body Meeting – 16 June 2015

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Number:	PGB-15-65b	Executive Director:	Janet Soo-Chung, Interim Deputy CEO & Director of Strategy and Primary Care
Which of the risks on the Risk Register or Board Assurance Framework does this paper address?		BAF13: The current configuration of services in Northamptonshire is not sustainable for the future, leading to the potential for financial deficits and poor quality services	
Which Committee has this paper been presented to previously?		N/A	
Governing Body Action Required			
<input type="checkbox"/>	For Approval / Decision	<input type="checkbox"/>	For Review
<input type="checkbox"/>	For Assurance	<input checked="" type="checkbox"/>	To Receive Update

Executive Summary

We are initiating a number of themed engagement workshops/discussions with service users and their families, carers and the general public (and involving third sector partners) to obtain reflections and comments aimed at providing an influencing input to next year’s planning process.

This paper outlines the planning and engagement architecture and describes the process followed in initiating the first events.

The first events will take place in June and the themes will focus on Cancer, Dementia, Diabetes and Mental Health.

Recommendations

To receive the NHS Nene CCG paper on patient and public engagement and note the aims and planning process followed in establishment of the initial events.

NHS Nene CCG Patient and Public Engagement

Introduction

NHS Nene CCG (Nene) needs to make progress against the principles for meaningful and effective patient, service user, carer and public engagement – ‘nothing about us, without us’ – as proposed through Healthwatch Northamptonshire.

The key principles are as follows:

- Engagement should be timely, meaningful and have a clear purpose
- Engagement should be at every level of decision making
- There should be a focus on accessibility for people with the poorest health and wellbeing outcomes, and those from groups seldom heard (hard to reach)
 - Ethnic minority populations, travelling populations
 - People living in rural communities where access to public transport is limited
 - Younger people – focussed upon ethnic minorities and those from rural areas
 - Older people – with a focus upon those housebound in rural areas
 - People with physical, sensory or mental impairment and those housebound
 - Homeless people and ex-offenders – homeless or otherwise
 - Gay, lesbian, bisexual and transgender
 - Single parents and young families
- Public engagement should be maximised
- Multiple methods of engagement should be used – ‘one size does not fit all’
- The impact of engagement should be clearly and regularly communicated
- Engagement should be properly resourced and competently delivered

In order to be effective the public involvement activity should:

- **Be engaging:** interacting wherever possible with users and reflect the topical debate
- **Be timely:** it should take place at a time that is most appropriate to the audience. Feedback should be prompt and meaningful.
- **Be jargon-free:** it should use language that works on the platform of choice. It should not use jargon and language that people outside the health service would struggle to understand. It should be informal wherever possible.
- **Be connected:** it should look to share content from partners and from across the public or third sector where it is relevant to collectively focus on an issue to amplify a message and a debate.
- **Be informative:** it should look to inform and to educate.

Planning and Engagement

Patients, service users, carers and the general public are a key resource in the development of commissioner plans and will form an integral part of Nene’s annual planning process.

Their role includes:

- Providing a grounded view from someone who has direct experience and knowledge of services
- Provision of challenge to the nature of, and way that, services are planned, designed and operate
- Help in the development of effective and efficient services to better meet the needs of users

- To ensure that the views of service users are embedded in commissioning decisions

Our Proposed Planning and Engagement Architecture

	Why our health services need to improve	Shaping the future of healthcare across Nene	If you are unwell and unsure what to do
Better Health	Demand for our healthcare services are driven by three main factors – an increasing and aging population; through the impact of poor lifestyle choices; from advances in clinical care	Through patient and public engagement we will listen to what people tell us about their health priorities and the preferences they have for their healthcare and how services are delivered	An increased emphasis on helping people to help themselves in order to improve healthy living and reduce unnecessary demands on GP and Accident & Emergency services
Better Care	As we strive to make our health economy clinically and financially sustainable and deliver better care we may find that some new services need to be created and some old services are reviewed and replaced	Our Integrated Care Closer to Home Strategy aims to deliver more care through primary and community services in order to create a system that delivers better, safer and more effective care for our patients	Providing accessible navigation to facilitate individuals in need of help (urgent or otherwise) to get to the most appropriate setting (eg making extended use of community pharmacy)
Better Value	Healthier Northamptonshire, CCGs 5-year strategy and system reviews have identified what needs to change to make Northamptonshire a clinically and financially sustainable health economy	We have made improvements in recent years and continue to do so – but there is more work to do to introduce the best available local healthcare services	Call 111 when its less urgent than 999. Individuals should use the NHS 111 service if you urgently need medical help or advice but its not a life threatening situation

Engagement Contact Fora

Healthwatch – We will continue to develop our relationship with Healthwatch Northamptonshire, ensuring that they are informed of developments in engagement. We will ensure that they are given opportunities to work in partnership with us when the opportunity arises and will seek their views on any activities/processes proposed.

Patient Congress – We will continue to use attendance at the congress to share information and discuss future initiatives and plans.

Local Engagement Groups – We will increase our levels of engagement directly with patients, carers and the public through LEGs.

Proposed Themed Engagement Events During June/July

The following events are in the planning stage:

- Upgrading the quality of care and access to dementia services (for progress so far see the note at the end of this paper)
- Tackling obesity and preventing diabetes
- Improving the quality of care and access to cancer treatment

- Upgrading the quality of care and access to mental health services

These will be stand-alone events or will 'piggy back' on events previously organised via third sector organisations etc..

Potential future themed engagement events may be around redesigning care, eg:

- Strengthening primary care services
- Timely access to high quality elective care services
- Redesigning urgent and emergency care services

It is planned that these one to two hour events will take place at locations across Northamptonshire and will be held at various times of day. There is the potential for holding smaller peripheral locality events (3/4) prior to any main event.

The objective of these initial events will be to obtain reflections and comments from service users, carers, family and the general public on themed health services in Northamptonshire. The reflections and comments will form an influencing input into NHS Nene CCG's business planning for 2016/17.

We will also use the events to feed back to the public key messages around current developments in our health services:

- More services will be delivered in the community – closer to home
- More services will be integrated through joint working across health and social care
- There will be stronger collaboration between local partners to ensure that care services provided are co-ordinated and seamless

Event awareness will be promoted through contacts across the health economy including third sector organisations and also via pharmacies; GP Practices; Housing associations and; Libraries. We hope, also, to engage through the use of regional and social media.

Feedback to attendees+, on the issues raised, impact on future planning and developments etc, will be provided within 2 week. It is anticipated that initial feedback will be supplemented with further influence and effect reflections during the complete planning cycle.

It is possible that focussed 'communities' will be formed through the engagement process and we may continue to stay in contact with such 'communities' during future business planning cycles.

Key Questions

Whilst it is anticipated that events will provide an open forum for individuals to raise the issues that matter to them, we will seek feedback key to the ongoing development of the particular service in focus through targeted questions.

Examples of such questions are as follows:

- What is the current experience?
- What would successful services look like from a customer perspective?
- What would be the most helpful change to services to improve patient experience?
- What would be the most helpful change to services to improve family/carer experience?

- How could patients be better informed as to how, when and where to access appropriate services?
- How could services/information be changed to empower individuals and carers to play a greater/more positive role in health care issues

Dementia

Existing activity

Northamptonshire County Council work with Northamptonshire Carers (the provider receiving funding from Nene CCG) and the Alzheimer's Society locally to provide Dementia care advice and support.

Geraldine McMurdie (Commissioning Manager, Dementia - Nene and Corby CCGs) has been working with Northamptonshire County Council (NCC) to develop the *Dementia Strategy for Northamptonshire* and plan a series of eight half-day involvement events within the CCG Localities throughout June involving adult social care for young and older adults, the latter focusing upon Dementia support.

It is proposed that the NCC engagement team will plan the half-day Dementia-focused events in partnership with the CCG. The sessions will focus on providing information on the existing Dementia support services and establishing people's priorities and opinions on the current quality of care.

It is proposed that both NCC and Nene CCG coordinate these events with Nene CCG contributing to some of the costs incurred.

Geraldine has also been working with Dr Tom Howseman (Clinical primary care lead) to improve engagement amongst member GPs by planning further awareness activity including *Peer Coaching sessions* (between August and April 2016) and a *Professional Learning Time (PLT)* event (scheduled for October).

Wayne Rabin (Communications lead, Nene CCG) has been working with Stuart Mallett (Strategy and Planning Manager) to write an 'easy-read' summary of the Nene CCG Operational Plan for 2015/16 and to identify opportunities to involve local people, active community groups, charities and seldom heard groups to assist in informing the direction of the CCG's future Operational Planning and Commissioning Intentions.

Wayne will be arranging a series of local media releases and social media messaging to publicise planned activity beginning with *Dementia Awareness Week (18-24 May)*. The releases will feature as news items on the CCG's website along with online links signposting to other relevant sites (Northamptonshire County Council, Alzheimer's Society, Northamptonshire Carers) and notable events organised by Northamptonshire County Council Libraries during Dementia Awareness Week. Other potential channels for promotion will include Pharmacies and GP Practices.

Wayne is currently identifying other opportunities for public involvement throughout June, July and August having contacted local third sector organisations namely *Voluntary Action Northamptonshire, Dementia Action Alliance, Healthwatch Northamptonshire and Age UK*. So far one date has been identified:

The Dementia Action Alliance forum 17th June 2015 2.00pm -4.00pm Home Instead, Unit 6 Moulton College, Chelveston Road, Higham Ferrers, Northants, NN10 8HN.

A 45 minute slot has been provisionally reserved for presentation and discussion.