

## **Patient Forum Briefing and Engagement Update Update for Governing Body February 2018**

### **Introduction**

1. This paper provides Governing Body with an update on Patients Forum and engagement activity between October 2017 – February 2018.

### **Patients Forum**

2. Patients Forum met in October 2017, December 2017 and February 2018. Some of the topics covered:
  - a. **Patient Voice in changing organisational structures** – Members are keen to ensure that patient representatives continue to have a strong voice in any joint commissioning arrangement and feel that they would have something to bring to the table alongside Councillors and Healthwatch.
  - b. **Integrated Community Services** – Patients Forum welcomed the update on this programme of work and is keen to get more involved. There has been some ongoing concerns about the lack of patient involvement in this programme overall. The ICS project team agreed to involve the Forum in reviewing some case studies and patient scenarios.
  - c. **Relocation of inpatient Neuro-Rehabilitation** – Patients Forum has been involved in discussions about the move of the Taylor Unit and some members attended the public engagement events. Whilst members of the Forum understood the reasons for the service move and felt assured about better patient outcomes, the main concern was around the travel implication to families. They welcomed the decision made at the January 2018 Governing Body to provide some assistance to the families of patients that will transfer with the service.
  - d. **End of Life Strategy Development** – The February Forum was dedicated to a workshop on the development of this important strategy and we talked about the plan for further engagement work. The session provided some useful engagement outputs and they also had some suggestions on how to improve the questions.
3. At the February 2018 Forum we reviewed the Terms of Reference and objectives of the group. It was felt that the Forum has achieved some of its objectives in terms of creating a two way dialogue between PPGs and getting involvement in CCG projects.
4. One of the objectives of Patients Forum is to encourage and enable involvement from all sectors including seldom heard groups. It was agreed that membership should not be limited only to PPG members identified from the Clusters but to any residents who want to engage with the CCG.
5. There will be ongoing discussions with Patients Forum around how we might be able to re-focus the Forum into an Experience and Equalities Group that does better represent the equality and diversity of the Borough.

## **Patient Participation Group (PPG) Structure**

6. Patient Forum have set up a PPG development working group that has produced a 'plan on a page' (Appendix A) for how we can develop PPGs in 2018 and the development group are helping us to deliver this.
7. The PPG training programme is one element of this that has been put together in response to the PPG survey. Some local PPG groups told us that training would be helpful to understand the local system and to give them the practical skills to get more involved in their PPG and wider engagement structure. The training will be a mix of practical, educational and engagement skills.
8. We have started to advertise modules around Social Media, Introducing the Local NHS, Minute Taking, Autism Friends and Dementia Friends.
9. We are providing support to the Primary Care Team to run and develop the Cluster PPG groups and have started to write a 'menu' of opportunities where Cluster PPG groups can get involved.

## **Locality Plan Engagement Resident Group (Patient Alliance)**

10. This group has worked on the following:
  - a. Looking at what an ideal engagement structure would be alongside changing organisational structures.
  - b. Design and implementation of engagement for the Healthier Wigan Partnership.
  - c. Input into the design and development of the Healthier Wigan Partnership website and animation.
  - d. Attendance at the AQuA Respiratory flow event in November 2017.
11. Next month the group will review the list of locality plan projects and identify areas they want to focus on. The group will agree a new name in February 2018 and we are looking to get a patient chair.

## **Healthier Wigan Partnership (HWP)**

12. The CCG has led on an extensive patient and public engagement programme for the Healthier Wigan Partnership. Some of the key points from the engagement summary report are:
  - a. Access to Primary Care differs across the Borough and lack of involvement in the projects practices are working on.
  - b. Difficulties accessing Mental Health Services.
  - c. Need to create better links with the Voluntary Community Sector and their role in new models of care.
  - d. More awareness in services for things like Dementia and Autism.
  - e. Patient education and making it easier for people to know what services to access and when.

- f. Need to work with transport organisations when considering the location of services.

13. The report on the engagement went to the Healthier Wigan Partnership Board in autumn 2017.

14. A piece summarising the engagement was included in the last HWP internal newsletter. We have also worked with the team on a 'You Said, We Did' document that is due to go to the next Healthier Wigan Partnership Board.

### **Bolton, Salford and Wigan Partnership**

15. We send representation to the Communications and Engagement Group aligned to the partnership and the work includes:

- a. Helping to plan a stakeholder event for March 2018.
- b. Starting to plan engagement work needed around the Dermatology redesign.

16. Patients' Forum representatives are being invited to be involved in this work through the Engagement and Equalities Reference Group.

### **Consultation and Equalities Training**

17. At the end of October 2017 the Consultation Institute delivered training around Consultation, Risk Assessment and Equalities Analysis for Project Leads across the system. Some members of Patients Forum were able to attend the training.

### **Outpatient Service Redesign**

18. The Trust has recently completed a Cardiology questionnaire on the CCGs behalf. We have asked the Outpatient project lead to complete a 'You Said, We Did' document to look back at all the engagement activity undertaken so far and how it has been used and made a difference.

### **Primary Care Streaming**

19. An initial engagement event was held at the end of August 2017 looking at the implementation of Primary Care Streaming in A&E. A follow up event held in January 2018 looked at next steps around the review of urgent primary care services.

20. We are working with the commissioning team to set up and support a Patient Reference Group linked to this work to look at options development and any further engagement that may be required. Patient Forum will be represented on this group.

### **Relocation of inpatient Neuro-Rehabilitation**

21. The engagement team delivered a number of activities around the relocation of the inpatient Neuro-Rehabilitation services:
  - a. Sessions on the ward for patients, families and staff.
  - b. Public engagement events.
  - c. Online questionnaire advertised via our engagement networks.
  - d. Discussions with Patients Forum and other PPG groups.
22. Further engagement and written information will be required to support the transfer of patients. The Greater Manchester Neurological Alliance is working with colleagues at Trafford on a welcome party for patients.
23. We have updated the Equality Impact Assessment on behalf of the project team in line with the information obtained during the engagement exercise.

### **Spotlight Sessions**

24. On 12<sup>th</sup> December 2017 we held a session for PPG members on NHS Finance. The session evaluated well and one of the actions was for the Finance Team to consider how they can involve patients and residents more around savings ideas.

### **Medicines Management**

25. Last year the Medicines Management Patient Group helped to design the Waste Campaign and two training sessions were delivered for PPG members on this topic. We have supported the team by producing an easy read version of the campaign leaflet and looking at whether more sessions can be included on the PPG training this year.
26. We supported the team to hold an engagement session around NHS England's consultation on conditions for which over the counter items should not be routinely prescribed. A follow up session is planned for February 2018 and the consultation has been publicised via our engagement networks.

### **Maternity Voices Partnership (MVP)**

27. Every local area is required to have an MVP to deliver the recommendations in Better Births. We have met with colleagues from Maternity Services at Wrightington, Wigan and Leigh NHS Foundation trust to start to progress this. We have a plan to launch the MVP in the week leading up to International Day of the Midwife. We will be doing engagement work leading up to this to gather service user experience and to recruit people.

### **Dr Tun & Partners Consultation**

28. We have provided support to Dr Tun's practice to run a consultation around the future of their branch surgery in Hindley Green. The consultation ran between 6<sup>th</sup> November and 18<sup>th</sup> December 2017. We drafted the consultation outcome report on behalf of the practice and gave advice around the equalities analysis process.

### **End of Life Strategy**

29. We are planning engagement work into the development of this strategy. So far we have involved 3 Patient Forum members who have shared their own experiences and views of end of life services and they are helping us to design the engagement questionnaire. This was also the main topic at February's Patients Forum.

30. Healthwatch Wigan & Leigh will be working with us to increase capacity to undertake the necessary engagement before the end of March 2018.

### **Annual General Meeting 2017**

31. An engagement summary report was produced following the CCGs AGM in Leigh Market last year. This is attached as Appendix B.

# Wigan Borough PPG Development—Plan on a page



JANUARY 2018

### HOW WILL WE WORK TOGETHER?

CCG Renewed commitment to working with PPG groups in 2018 and moving the agenda forward! PPG members want to lead the Cluster PPGs. The CCGs role will be to facilitate involvement.

In 2018 we will :

- Co-design a PPG awareness campaign
- Provide a training programme
- PPG Support guides and documentation
- Facilitate workshops for each Cluster PPG group
- Hold a full day conference in June 2018

### CLUSTER PPG CHAIR MEETINGS

Cluster PPG Chair catch up meetings will continue and will also incorporate training.

### DOCUMENTATION AND SUPPORT GUIDES

PPG Toolkit was useful at a point in time but we need something different now.

We will create a new starter pack.

We will create easy guides on the following:

- What is a PPG
- What support is available to a PPG and practice
- Ideas
- Virtual PPG
- Feedback about services

### JANUARY—MARCH 2018

Rather than a 1/2 day event at the beginning of 2018, a specific event/workshop for PPGs in each Cluster. Actions:

1. Cluster PPG Chairs at next meeting to discuss a 2 hour workshop and what the group would want the agenda to be.
2. CCG to help Cluster PPG Chair to deliver this event. CCG in facilitation role but event to be led by patients.

**AGENDA IDEAS..**  
Getting to know you  
Relationship building  
Areas to work on

### APRIL 2018

Schedule of Cluster PPG meetings will fall back in line with being bi-monthly if that's what the groups want in alternate months to Patients Forum.

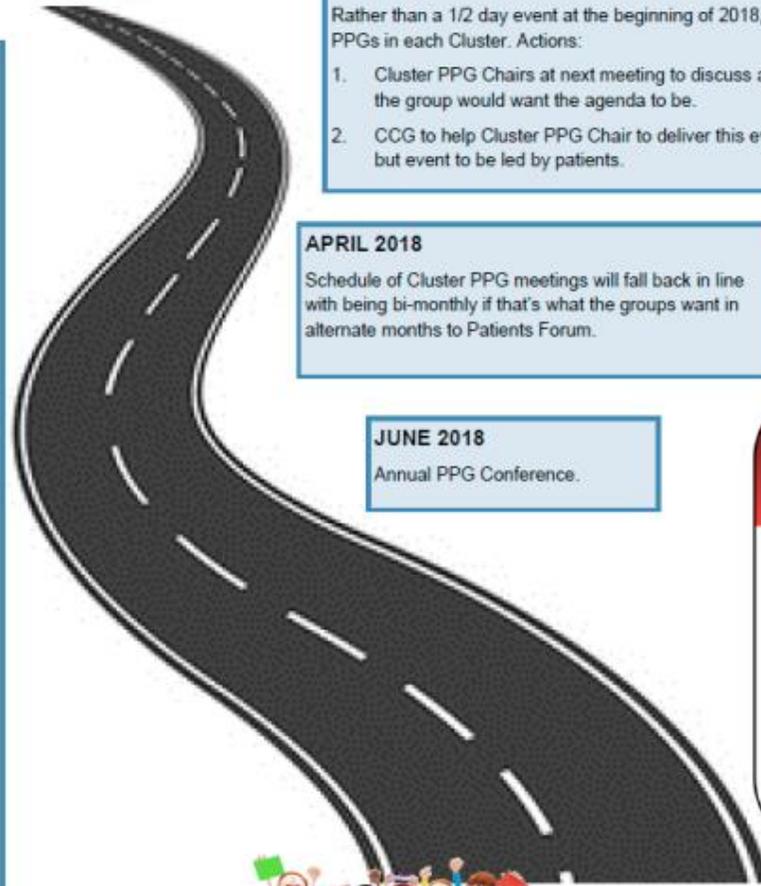
### JUNE 2018

Annual PPG Conference.



**2018 TRAINING CALENDAR**

- Training programme for PPG members and Lay People
- We like some of the modules that Leeds West CCG provide
- We will create a schedule for 2018
- Mix of practical, educational and engagement skill modules
- Delivery to be agreed



DECEMBER 2018

