

You said...

You made many suggestions about transport across Greater Manchester including, accessible information, improvements to the Transport Helpline, new technology on buses etc.

An accessible shuttle service

A coordinated approach to the way that reimbursements are provided as well as improvements to the customer service experience.

You wanted to be kept informed about progress on the new building at Salford Royal

Concerns were raised about IM&T (data sharing and systems)

Change the name of the group

We did...

Your comments and suggestions were shared with representatives from Transport for Greater Manchester (TfGM) who attended the meeting in February.

Unfortunately, a shuttle service between sites is not something that the Partnership is able to gain funding to provide.

Following the discussion, we believe that a coordinated approach to reimbursements should cover the whole of Greater Manchester and not just Bolton, Salford and Wigan. We are liaising with our colleagues working with the Greater Manchester Health and Social Care Partnership to ensure this is explored appropriately.

The Membership Engagement Team from Salford Royal attended the last meeting (5 December 2017) to discuss the plans for the new building at Salford Royal to house the major trauma and general surgery services.

The Team have included your feedback (along with others) in a report to the programme team. Their recommendation is that further plans are used to inform wider consultation with members of the public.

One of the main workstreams of both the general surgery (GS) and radiology projects is focused on how electronic patient records (EPR) and IT systems across the sector are currently used and what needs to happen to ensure future services are robust and sustainable.

The GS team have held a number of workshops with IM&T leads across the sector to discuss many of the issues raised and will be meeting with information governance leads to ensure that any data sharing across organisations is done in line with requirements and consulted on appropriately. We will keep you up-to-date on this work through future editions of our new bulletin.

The PPG meeting on 5 December 2017 will look at alternative names for the group and a new name agreed.

Members were asked to vote on options for a new name that had previously been suggested. The name chosen was the Equalities and Experience Reference Group.

You said...

You wanted us to provide information:

- about what is happening and when it is due
- in an accessible format
- in an interactive way (ie video, social media etc)

You wanted us to engage with

- voluntary groups and community groups
- new people.

Invite speakers to discuss specific issues

We did...

We are developing a new quarterly bulletin which will outline the work of the Partnership and include information about proposed changes and how people can have their say and provide feedback. This can be used to inform the public about timescales and how changes will affect them and their families.

NHS organisations across the Partnership are working towards the Information Standard to ensure that information is provided in accessible and innovative ways.

We have produced a news short video which will be available to view on our new [YouTube channel](#). It is hope that this will be the first of many.

The Partnership is exploring the options for their own social media channels, but in the meantime will communicate via those held by the NHS partners.

The Communication and Engagement leads from across the partnership are developing a 'Stakeholder Event' to take place in the New Year. We will be working with community and voluntary sector organisations and support services in each locality to help us to be able to engage with the wider public about transformation proposals for health services in the north-west sector.

The PPG meeting on 5 December 2017 will focus on 'Communications and training' and a series of case studies will be presented by experts in equality, engagement and accessible information.

There was also a request to hear from NWS (North West Ambulance Service) about safe transfer of patients between hospital sites. We are currently in discussions to have someone present at the PPG meeting in February 2018.
