

# Patient Insight and Patient and Public Engagement Report Quarter 4 January – March 2017



**Dawn Buck,**  
Head of Stakeholder Engagement

## Contents

	Page number
1. Introduction	3
2. Sources of Information	3
3. Events	4
4. Feedback from groups	6
5. Engagement in Service Redesign	7
6. Working in Partnership	8
7. Community engagement	12
8. Surveys	12
9. Equality and Diversity	13
10. Digital Communications	13
11. Appendix Patient and Public Involvement Activity	

# 1. Introduction

In order to support Southampton City Clinical Commissioning (CCG) in improved planning, commissioning and performance measurement, it is key that the organisation uses the Insight gained from its population in a robust and meaningful way.

To support this process, the following report provides an outline of the key patient insight information that has been fed back to the CCG over the last three months. The report is categorised into “Sources of Information” in order to provide clarity as to the mechanism that has been used to gather the information. A selection of both narrative and statistical methods has been used to present this data to the organisation.

It should be noted that a wide variety of information has been gained throughout the three month period, with positive feedback being provided, as well as information regarding potential areas for development.

## **Complaints and Patient Experience**

Feedback and issues raised via our Complaints and Patient Experience service are monitored and reported on monthly. The reports are submitted to our Quality team initially and are then presented to our Clinical Governance Committee followed by the Governing Body. These reports are available on our website as part of the Governing Body papers.

# 2. Sources of Information

The following sources of information have been used to produce this report:

Patients Forum meetings  
Communications and Engagement Group  
Consult and Challenge  
Community Engagement Programme  
Community Solutions/Better Care Programme  
Stakeholder Events  
Health road show  
Patient and public engagement activities  
Social media e.g. Twitter, Facebook

Using the information sources identified above, the report informs the Clinical Governance group and the Governing Body on:

- Trends
- Learning
- Actions taken
- Improvements

It is understood that each method of feedback has its strengths and weaknesses. Using all methods of information available enables the Trust to better understand the

patient's experience of the services offered and delivered, and is beneficial to help prioritise where to focus efforts on action planning.

### 3. Events

#### Health Roadshow

In February we launched a series of health road shows using a community bus in partnership with a local social enterprise "We Make Southampton". The roadshows will continue through to May after which we will publish a full report of our findings. Currently, themes emerging from members of the public are as follows:

- Concerns about the amount of GP appointment DNAs and inability to get a GP appointment
- Lack of awareness of online booking, the HUB and telephone consultations at practices
- Young people have expressed concerns about mental health e.g. the number of their peers on anti-depressants
- Concerns raised about eye services, including opticians and eye casualty

The CCG received 48 PALs (Patient Advice and Liaison) type queries which is an **increase of 60%** for this quarter. The increase was due to feedback received from the Health Roadshows conducted over this quarter. The highest number of queries received was for the following services:

1. UHS – eight enquiries
2. GP practices – 11 enquiries
3. IVF – six enquiries
4. Medicines management – four enquiries
5. IFRs – three enquiries
- 6.

All the issues raised were investigated through our Patient Experience service and resolved within one week.

In addition to having interesting discussions with members of the public, listening to their views and hearing their concerns, we have also disseminated a range of information including:

- Dental Helpline cards
- Minor Ailments Service
- Patient Experience leaflet
- Cancer screening leaflets
- NHS 111 cards
- Change 4 Life information
- Southampton Health services leaflet

#### Actions/Outcomes

The road show will now include visits to secondary schools to raise awareness about mental health and to reduce stigma

Lack of clarity about 0 – 2 year olds attending the MIU. The provider will issue a new public information leaflet to ensure people know that they can attend and will be looking to include x-rays.  
A number of visitors to the bus have now joined our members network, signed up with health trainers, registered with dentists, signed up to quitters.

## Engagement Events

During quarter 4, in addition to the health roadshows, we attended two Chinese New Year events, two Health and wellbeing events at two Sikh temples, Mental Health and wellbeing event at the Third Age Centre and International Women’s Day at West Quay.



### Key themes from engagement events included:

- Concerns about managing long term conditions such as diabetes.
- Access to GP appointments via the HUB
- Low levels of uptake of cervical screening

### Actions/Outcomes

Diabetes UK and Diabetes team attended sessions to offer advice and information

Information about the HUB published on our website and distributed to service users groups, voluntary and community groups  
Cancer screening communications campaign underway

For more events see patient and public activity Appendix 1.

## 4. Feedback from groups

### Southampton City Patients Forum

The Patients Forum meets bi-monthly and is kept up to date with the developments in the CCG. The Forum is a consultative group and our senior commissioners attend the meetings to discuss their various programmes of work to seek feedback and ensure service user involvement in planning and improving services.

During the last quarter the group has been consulted on:

Developing proposals to provide improved support for older people.  
Sustainable Transformation Partnership

#### Outcome

Feedback from the group would be incorporated in the proposals to develop improved support for older people which would be widely consulted on in the summer.

### Communications and Engagement Group

Southampton City CCG's Communications and Engagement group is chaired by Dr Mark Kelsey. Representation is wide and varied and includes our lay advisors, providers, PPG Chair, users of diabetes services, carers, people with learning disabilities, people with physical disabilities, older people, BME communities etc.

During the last quarter the group has discussed the Sustainable Transformation Partnership, the Primary Care Enhanced Access service, Cancer screening awareness public messaging and Future use of the RSH/Western Community hospital sites.

#### Outcome

Two members of the group will participate in the procurement process for Primary Care Enhanced access.

## Consult and Challenge

Consult and Challenge is a group run by service users and carers, who are 'Experts by Experience', and possess a wealth of knowledge on their own requirements and capabilities.

The group was originally set up to help disabled people to have a greater involvement in the design, creation and improvement of the local services that affect them.

Consult and Challenge now run monthly meetings supported by the CCG.

During the last quarter the group agreed to focus their work on issues for clients with continuing healthcare. The Continuing Healthcare team have a range of policies that are either in development or already exist and are being reviewed. Three key policies for the group to will be:

- Choice and Equity
- Personal Health budgets
- Transportation costs

During January to March the group have completed the work on the Choice and Equity policy and started work on the Personal Health budgets policy and information leaflet for patients.

They have also been consulted on:

Improved support services for older people

Primary Care Enhanced Access

Integration of Health and Social Care Learning Disability teams

#### Outcome

The Choice and Equity policy had been rewritten to reflect all the feedback and suggestions made by the group and has been approved by the governing Body Members of the group will be participating in the procurement of the Primary Care Enhanced Access service

The group will be supporting the production of a consultation paper on improved support services for older people

## 5. Engagement in Service Redesign

The CCG is currently engaging people in its plan to develop an Enhanced Access to Primary Care service. The current service, which was commissioned by NHS England, treats patients in a GP extended hours period (8.00am to 8.00pm seven days a week). This additional capacity (primarily of GP appointments) has been made available to practices across the city to support demand for routine and urgent access, and to support other urgent care services to help manage demand and to treat patients with conditions appropriate to primary care in a less intensive care setting. Commissioning responsibility for this service transfers to the CCG from April 2017 so we are reviewing the current service and seeking feedback about future improved models for the service.

As reported last quarter, to date we have engaged with a number of key stakeholder and all the feedback, views and suggestions have informed the development of the specification for a service. Patients. Service users, carers and families will continue to be engaged in this project and lay members will be part of the procurement process.

## **6. Working in Partnership**

### **Cancer Campaign**

NHS Southampton City CCG is working with partner organisations to raise the awareness of cancer across the city. In Southampton, cancer affects 647.5 per 100,000 of the population and in many cases, is being detected far later than it could be – for various reasons.

According to the national statistics recorded for cancer, Southampton shows a high prevalence of several types of cancer amongst the population. Lung cancer is one of the most common tumour sites in the city but Cervical, Bowel and Breast cancer are also being diagnosed in a high proportion of the city's residents, in comparison to the national average.

Both the CCG, Public Health teams and the Wessex Cancer Network, are working together to improve these statistics and to increase the number of early diagnoses while also informing the public about preventative strategies which could help to reduce the number of people presenting with cancer, in the city.

In January 2017 we launched our cancer awareness campaign which will continue throughout the year. A comprehensive communications plan is in place and in the first quarter our engagement has included:

- ✓ Screening and immunisations teams working with GP practices to improve cervical screening.
- ✓ Health road shows across the city
- ✓ International Women's Day event at West Quay
- ✓ Cancer Conference
- ✓ Access to easy read books for people with learning disabilities
- ✓ Targeted work via St Marys surgery to increase screening uptake with BME communities. Jo's Trust gave St Marys surgery an award in recognition of this work
- ✓ Focus group with Sikh women's group

### **Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP) Transforming Care Partnership (TCP) – Co Production Activity**

The SHIP TCP Vision is "To Build on a Child, Young Person's or Adult's unique strengths and abilities, getting it right for the person first time through ensuring there is the right care in the right place at the right time that is consistent across the SHIP

TCP". Underpinning the TCP plan is the ethos of co-production and truly working in partnership with people with lived experience in reviewing and shaping the plans.

It is important that people with lived experience are full partners in developing the SHIP TCP plan. People who are currently in specialist learning disability hospitals will be included through attending patient council meetings and specific events at each of the hospital sites within the SHIP area. True co-production is about people who use services, carers and professionals working together as equals. The TCP has a dedicated work stream.

Examples of co-production to date include:

- **Learning Disability Acute Liaison service**

People with lived experience were asked if the Learning Disability Acute Liaison service was helpful and valuable, this enabled us to evidence the need for the service within the business case. The business case has been agreed and signed off and we will now be working with Southern Health Foundation NHS Trust to develop the service specification.

- **Learning Disability Friendly GP Practices**

Co-production was undertaken at each stage of developing this project:

- **Logo**

The concept of using hands for the logo was voted for at the Hampshire Self-Advocacy day in May 2016. It was then designed by MENCAP Eastleigh's art group, NHS Creative then pulled together the designs into 3 options for the logo and people with lived experience (service users and parent/carers) voted for which design they preferred. This option was chosen as the Learning Disability Friendly GP Practice logo.



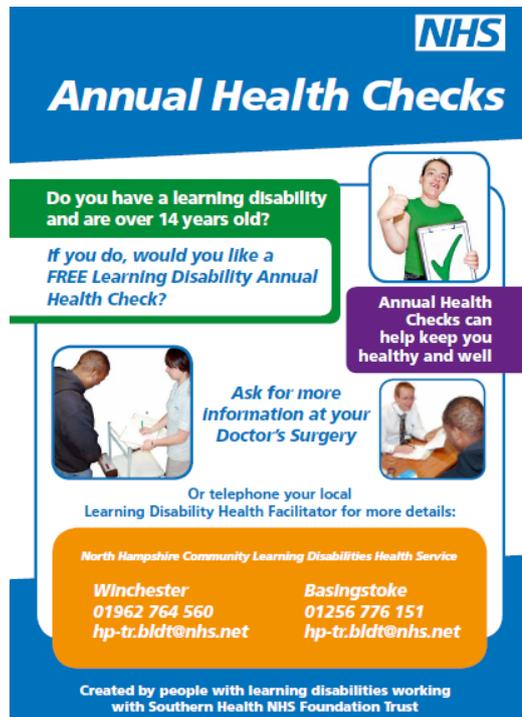
- **Criteria**

The criteria for this project were developed with professionals and people with lived experience. We attended various service user groups to ask what would make their GP Practice friendly and included this into the criteria. We also spoken with parents and carers to include what they thought would make their GP practice friendly. We currently have 11 pilot GP practices and are working with a further 8 to make them Learning Disability Friendly.

We are working with advocacy groups and other service user groups to undertake the role of quality checkers to validate GP practices as being Learning Disability Friendly.

- **Annual Health Checks**

We have developed a poster for people with Learning Disabilities with people with lived experience and health professionals to promote Annual Health Checks so that people with Learning Disabilities are aware that they are entitled to one. We have also been talking to people with lived experience to understand what works well with Annual Health Checks and what needs to be improved (we have included this in the criteria for Learning Disability Friendly GP Practices)



- **Housing Development**

To co-production workshops in Southampton and Hampshire with service users to find out the type of housing people would like, what they would like to be near and what was important to them within the home.

## Sustainable Transformation Plans - Southampton

The following are examples of how we are focusing locally on the main programmes of work.

**Prevention** - In Southampton 62% of residents are either overweight or obese, 21% smoke and tens of thousands of people are drinking alcohol at a level which puts their health at risk. Following engagement with the public and in conjunction with the council, we have recently procured a new set of behaviour change services. This is known as Southampton Healthy Living and covers stop smoking support, weight management, physical activity and low level alcohol interventions.

**New models of care** - we continue to develop the Better Care Southampton plans focusing on supporting people to retain their independence, developing services such as falls prevention classes and community signposting services ultimately reducing the need for hospital admissions. In addition, we have extended hours access to GP appointments available throughout the city, the first area in the country to adopt full access.

**Mental Health** - we continue to develop and implement the plans produced following our 2016 public consultation, Mental Health Matters. Detailed plans and progress can be found [on our website](#).

**Urgent and emergency care** - We continue to work together with our partners to ensure that the emergency services throughout the city are resilient. We are developing plans to offer alternative care options at A&E such GPs and frailty specialists, and continue our work to support NHS 111 to expand upon the clinical expertise in their call centre.

**Acute services** - We are working on getting people to the right place at the right time, improving access to diagnostics, and avoiding duplication to ensure that local people have faster access to the treatment they need.

Over the past two years the CCG has undertaken numerous pieces of engagement and consultation. In fact, the examples above have all been developed utilising what you have told us, in combination with local NHS expertise. Examples includes the 12 week public consultation Mental Health Matters, the Bitterne Walk-in service consultation which supported our focus on improving access to GPs, People's Panel surveys, regular patient groups. We have also performed a variety of engagement events including an extensive roadshow of the city talking to local people about their concerns about the NHS and offering information where appropriate.

We are currently analysing these pieces of engagement to understand where the gaps lie in our knowledge of what the residents of Southampton want. We will shortly produce a plan to work with local people to further discuss the themes of the STP in collaboration with organisations such as Healthwatch and the voluntary and community sector.

## 7. Community Engagement

Our community engagement officer regularly visits groups and small organisations across the city to promote local health services and to listen to any concerns and feedback.

During the last three months we have engaged with a number of family groups on the East and West of Southampton and explored a number of topics including addressing the issues of loneliness and isolation.



## 8. Surveys

### Southampton City CCG Survey

During quarter 4 a survey was undertaken, commissioned by NHS England, which asked local patient groups, GPs, Health and Wellbeing Board members, health service providers, neighbouring CCGs and the Council to rate us in the following areas:

- engagement
- commissioning
- clinical leadership
- our ability to ensure high quality health services
- our plans and priorities

The results of the survey were collated by Ipsos MORI and we are pleased to say that we have been rated above the national average in almost all categories.

As well as the national average, the survey measures us against both neighbouring CCGs in Hampshire, CCGs in our cluster (those with similar demographic across the country) and Regional CCGs. Once again we were rated higher than our peers in almost all categories.

We are particularly pleased to see that 97% of respondents feel that they are able to raise concerns with us and 86% of respondents feel engaged, with 100% of respondents feeling that we engage well with seldom heard groups.

Results from our member practices have shown improvements from last year in the following areas:

- ability to influence
- confidence in leadership

- delivering continued quality improvement
- understanding financial implications
- familiarity with financial position

We will continue to work to ensure that we communicate to our patients and public how we have acted on their views in commissioning decisions and how we have responded to patient and public feedback.

Overall we were pleased to see that our local partners feel that we are on the right track and that the CCG is well led both clinically and by the executive team.

## 9. Equality and Diversity

During this quarter we published our report to demonstrate how the CCG is meeting its Public Sector Equality Duty in relation to services commissioned and its workforce.

We have also refreshed our Equality and Diversity (E&D) strategy and revised our E&D objectives, which are aligned with our strategic and operational plans.

We have developed a robust E&D schedule that is included in all provider contracts to ensure they comply with E&D requirements. The schedules are tailored and proportionate in relation to the size of the organisation. Regular Clinical Quality Review meetings are held to ensure compliance and understanding from providers and assurances are given via the Quality Team to the CCG Clinical Governance Committee.

Both our annual report and updated strategy can be viewed on our website.  
<http://southamptoncityccg.nhs.uk/>

## 10. Digital Communications, January – March 2017

Our website was visited 8,666 times between January and March 2017 with [contact us](#), [what we do](#), [GP practices page](#) and [who's who](#) being the most popular pages.

On social media, during the same period:

- Our messages were seen 76,743 times on [Twitter](#) and [Facebook](#)
- We gained 250 followers on Twitter and 22 Likes on our Facebook page

Some of the topics we talked, and shared information from our partners, about include:

- Information about the services available in the city over the new year bank holidays, including pharmacy opening times
- Asking our Twitter followers what they would like to hear from us this year - our future plans and top tips on minor illnesses were the two top choices
- The Dementia Friendly Southampton launch – working with the Alzheimer’s Society and Southampton City Council to make Southampton a dementia friendly city
- Continuing to encourage people to get their flu jabs
- The support pharmacies can provide for minor illnesses and injuries
- The Be Food Smart app from Change for Life
- Advice to help people stay warm and well in the cold and look after those most vulnerable, including the Southampton Healthy Homes scheme
- The Wessex Healthier Together website as a source of advice for parents, created by local doctors
- How carers can use GP online services
- A video from our Patient Experience Manager talking about the service
- Community events we attended including Chinese New Year, health events at local Gurdwaras and a mental health and wellbeing event at the Third Age Centre
- The meningitis jab for students returning to university
- The #SmearforSmear campaign for Cervical Cancer Prevention Week
- Our Governing Body Meetings held in public
- Advice on supporting older people who are lonely
- Time to Talk Day and breaking the stigma around mental health
- World cancer day and how we are working to improve cancer outcomes in the city
- The locations of our health roadshows around the city, which started on 21 February
- No Smoking Day and the local support available
- International Day of Happiness and links to ways to improve wellbeing
- The importance of eye tests and links to eye health
- A new dementia friendly café being set up in Bitterne
- The Youth Mental Health Hub from NHS Choices, which provides advice and links for young people

On social media people talked to us about:

- Our work on the NHS Right Care programme, linking to a case study we wrote
- Partners who joined us on board the health roadshow bus shared posts on social media about their attendance
- A members’ event at University Hospital Southampton NHS Foundation Trust
- A new quality standard to improve the way we care for people with diabetes

- Care UK thanked us and The Stoke Association for working with them at The International Women's Day Event at West Quay
- A local GP tweeted from a cancer workshop we ran and shared some of the slides from the event about the cancer challenge in the city
- Safer Internet Day
- A recruitment day at Solent NHS Trust
- One of our GP practices completing dementia awareness training
- Councillor Sarah Bogle, Chair of the Health Overview and Scrutiny Panel, shared positive feedback about a visit to Antelope House (a mental health service in the city) and our investment in mental health services
- The support available to people to keep their homes warm through the Southampton Healthy Homes scheme, including a local story
- A presentation by NHS England and a patient with diabetes, to a local diabetes group, about the benefit of using online GP services to manage long term conditions
- Cervical Cancer Prevention Week – Jo's Cervical Cancer Trust thanked us for our support and St Marys GP practice shared a photo of their staff talking part in #SmearforSmear!
- How the fire service are supporting the health service to reduce falls
- Our Continuing Healthcare Choice and Equity Policy – we shared a link to the policy and information on our website

**Southampton City Clinical Commissioning group**  
**Patient and Public Involvement and Community Engagement Activity Summary**

**Period: January – March 2017**

<b>Objective/Task</b>	<b>Stakeholders (Number)</b>	<b>Activity</b>	<b>Key Issues</b>	<b>Outcome</b>
Engage with BME & wider community Promote cancer screening and increase awareness	Approx. 100	Information stands at two Chinese New Year events, Guildhall Square	Survey feedback received	Surveys will be collated and analysed and actions taken
Engage with BME & wider community Share information of local health services and listen to people's views	200	Health & Wellbeing events at 2 Sikh temples after their Sunday services	Members of congregation concerned about long term conditions, esp. diabetes & stroke	Diabetes UK, Stroke Assoc', USHT Diabetes team & Health Trainers offered advice and information
Engagement with BME, Refugee & Asylum seeker communities	10	Meeting re: 2017 Refugee week planning	Importance of raising awareness of local health services available in the city for refugees	CCG will participate in planned health events.
Engage with service users & carers for adults with LD	35	Attended Q & A lunch time session at Mencap	Pharmacists accessing health records Eligibility criteria for Pharmacy First Access to GP appointments via HUB	Commissioners plan to discuss improving access to the Pharmacy First scheme
Engage with women in BME communities Promote cancer screening	7	Meeting with women and co-ordinators of new health & wellbeing & socialising group due to start to discuss possible	Concerns raised by nurse team at St. Mary's surgery about low level of take up of cervical cancer screening	Further cancer screening awareness session to be arranged

		projects		
Increase engagement with seldom heard groups	12	Inaugural meeting with Dementia Action Alliance steering group	Engagement with BME communities to offer support from DAA	CCG supporting the DAA to access seldom heard groups
Share information of local health services and listen to people's views	65	Mental Health & Wellbeing event at the Third Age Centre	Adults with MH issues & LD wanted to gain information from available services	Increased awareness of local services and agencies available for support
To ask families views about proposed Enhanced Access service  To support families to increase confidence and knowledge about managing their child's health	22 families	Sure Start Central	Opportunities for more appointments very welcome – it has been difficult to get appointments for a long time HUBS need to be in local community Timings to suit patients requirements Centres need to be local	Surveys will be collated and analysed and actions taken  All the feedback about proposals for the Enhanced access service would be given to the commissioners to be considered when developing the proposal and specification for the service.
To support PPG group	8	To consider how best group can work with Alma Road Medical practice	PPG felt unable to engage with practice to enhance patient experience & support the staff	New ways to get ideas across were taken on board, better understanding of realistic outcomes for staff & PPG, enhanced rapport between staff & PPG, links with outside organisations made to support practice.
To engage with BME communities in Northam area	2	Met with Chair to find out how the Mosque can get involved in bringing in health & wellbeing sessions.	How to introduce life style changes and to raise awareness of health issues with congregation through local NHS services	Plans to provide info' on cancer awareness to go on the Mosque Facebook & Whatsapp pages and to arrange for culturally sensitive and appropriate h& wb sessions at the Mosque in the future. Ongoing.

Share information of local health services with focus on mental health and listen to people's views	40	Time to Change event held at Spectrum	Interest from adults with MH issues & LD in a variety of services information	Increased awareness of local services
Tackling inequalities	3	Meeting with Hants Constabulary re: BME community issues	Discussed issues around FGM, anxiety about radicalisation and Hate Crime	Agreed future involvement in local events where Harmful Practices awareness information and police support can be available for victims. Arranged for Somalian rep' to visit Police Control Room with a view to finding out more about language barriers and help re: interpreting. Agreed to keep in contact and to bring back info' on any concerns which arise re: FGM, radicalisation & hate crime.
Engagement with seldom heard groups to encourage involvement in health and wellbeing and share information of local health services	8	Meeting with rep' from African women's community and female members from other BME communities to discuss ways forward to develop a group for health & wellbeing sharing and socialising purposes in Northam & St. Mary's areas	Discussed what women to include in their sessions (i.e.: learning English, sewing and receiving regular health info' up dates)	Met with WICT Community Organisers Planning for first group session to take place in Northam to incorporate subjects discussed at meeting.
Share information of local health services	15 families	Sure Start West		Increased knowledge and awareness about local health services
Share information about local health services Promote cancer screening	50+	International Women's Day Event at West Quay	Key issues identified on surveys completed.	Surveys will be collated and analysed and actions taken

