



What people are telling us

Patient and public engagement report

JANUARY – JUNE 2014

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The following report provides an outline of the key patient insight information that has been fed back to the CCG from January – June 2014. 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.

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

Sources: CCG mailbox, patient experience stories, Freedom of Information Requests, Patients Forum meetings, Equality and Diversity Reference group, Communications and Engagement group, Patient and Public Engagement activities, Patient experience, Membership network, Social media e.g. Twitter, Facebook

1 Feedback from individuals

Mailbox

- We have received 146 contacts via the CCG mail box (info@southamptoncityccg.nhs.uk) in the last quarter.
- The majority of enquiries continue to be requests for information about the CCG – who’s who etc.
- Patients have contacted us about experiences at the hospital, with the ambulance service and we had one enquiry about a dentist.

Action

All comments, complaints and compliments have been passed onto our Patient Experience Service (PES) – which was launched in April 2014. This was as a direct result of feedback from local people who found the confusing and difficult to navigate. Find out more about the PES service [on our website](#).

2 Feedback from meetings and groups

The CCG runs, and is represented at, a number of meetings that focus on engagement and insight. This section contains the main feedback from a number of these meetings.

Southampton City Patients Forum

The Patients' Forum meets monthly and is kept up to date with the developments in the CCG. The Forum is a consultative group that our senior commissioners attend to seek feedback on their various programmes of work.

During the last three months the Patients Forum members have been involved in discussions and given feedback about:

- The Better Care Fund
- The Minor Injuries Unit (MIU)
- End of Life care
- Choose and Book
- Patient Experience Service (PES)
- Personal Health Budgets
- Resuscitation and Do Not Attempt Resuscitation (restarting breathing and/or the heart)

Positive feedback

"Thank you for taking the positive and pro-active step to create a more understandable route for public complaints on the NHS and congratulations on the initiative. Its good to see a studied reaction to public comment." Patient Forum member.



Outcomes

- All feedback has been recorded for consideration by Commissioners.
- The Patients Forum members were involved in the design of the new Patient Experience (PES) leaflet to ensure that it was 'user friendly' – view a copy of the leaflet on our [website](#).
An easi read version of the PES leaflet is also now being created for people with learning disabilities.
- Patient information around Personal Health Budgets is also being designed and produced with patients.

2 Feedback from meetings and groups

CCG Communications and Engagement Group

The CCG's Communications and Engagement Group is chaired by Dr Mark Kelsey, local GP and Board member of the CCG. Representation is wide and varied and includes our lay advisors, providers, PPG Chair, young people, users of diabetes services, carers, people with learning disabilities, people with physical disabilities, older people, BME communities etc.

During the last quarter the group have given their views and discussed a number of topics including:

- Integrated Person Centre Care and the Better Care Fund
- Complaints Service
- Review of diabetes services
- Patient Experience
- Procurement processes (selecting providers for health services) – the group have been actively involved in the process with the new provider of the Minor Injuries Unit (MIU)
- Development of the CCG's new website.

ACTION

1

Co-produced the
new Patient
Experience Leaflet

2

Session arranged in
August for
members of the
group to find out
more about
procurement

3

Involved in
selecting the new
provider of the CCG
website

2 Feedback from meetings and groups

Equality and Human Rights Reference Group

This group was set up at the request of the SCCCG Board as a 'critical friend' to ensure that the CCG provides equality and fairness in access to and use of services and the impact and outcome are positive for all.

The Equality Reference Group provides advice, support, assurance and feedback to the CCG to ensure the organisation meets its Equality Commitments.

It will also support the CCG in:

- meeting the duties, responsibilities and standards under Equality and Human Rights legislation, through integration across the organisation's activities, clinical and non-clinical;
- meeting the NHS and the Department of Health Standards and the NHS Equality Delivery System guidance and requirements;
- helping to develop a culture of Equality, Diversity and Human Rights and work towards eliminating unlawful discrimination;
- recognising, promoting and valuing the diverse nature of communities in the City of Southampton and ensuring services are fair and equal for all.

What has been raised?

During the last six months the group have discussed patient experiences from various members of the group. Issues have been raised which have been passed onto the CCG.

Outcomes

Issues have been raised about health services for transgender patients – a meeting has been arranged for members of Chrysalis to speak with NHS England and the CCG to discuss the issues.



Members of the group advised and contributed to the equality impact assessment on the 5 year commissioning strategy.

3 Feedback from service change and procurement

What we are learning from engagement with patients and the public over service changes

Minor injuries procurement – good practice

The whole process has been undertaken in collaboration with service users, carers, patients, local community groups, local agencies, local authority, Healthwatch and the voluntary sector.

Participation in the new procurement has included:

- Influencing and contributing to the specification of the service.
- Ensuring that innovation and patient experience is key in delivery of the new service
- Setting performance indicators
- Advice on setting evaluation criteria
- Invitation to tender questions
- Participating in the scoring and assessment of tenders
- Ensuring ongoing monitoring and evaluation of the service.
- Meeting with new providers to advise on promotional material, easi-read information etc.

Patient Experience Stories

A patient reported a poor experience following treatment in hospital. The patient felt that the nurses were insensitive and lacked awareness of the needs of patients with learning disabilities.

Action

This case study is being discussed with the Quality Team in collaboration with Southampton's Learning Disability Partnership. The Quality team are now following this case up with the Vulnerable People's Board in order to implement improvements.

4 Patient and Public Engagement Activity

The information below represents examples of some of the PPE activity during the last three months

Health and Wellbeing event at the Gurdwara

The event was held in partnership with Gurdwara Tegh Bahadur Sahib, Southampton City CCG, Solent NHS Trust and Southampton City Council.

Objectives were to;

1. Raise awareness of changes in future delivery of NHS services.
2. Support the Gurdwara Management committee, in enabling them to take ownership, to engage the local Sikh community and highlighting the added value of partnership working, between health professional organisations.
3. Provide information, advice and guidance on healthy life style choices.
4. Provide attendees the opportunity to feedback patient experience and discuss health related issues.
5. Offer basic health checks.

A full report is available on our [website](#).

Outcomes

- Forming of a sub group for the Sikh community to voice their concerns, to include working in partnership with the other 3 Gurdwara's, as a collective voice.
- Involving the Sikh women's group in partnership with health agencies, to information share.
- Securing future funding for local health workshops to include keep fit, swimming, ti-chi, and yoga.
- Dementia nurses to attend community workshops to provide information.
- Additional work to be undertaken with the MIU – to engage the community, with the need for lead nurses to reach out.

Health Conference

On Tuesday 11 March, 2014, we held our first health conference at St Marys stadium, inviting a number of guests representing the wide spectrum of stakeholders in the city.

The aims of the event were:

- To provide an overview of the key drivers for change and the factors that are influencing the delivery of and commissioning of future health and care services
- Provide participants with an opportunity to contribute to the development of our Clinical Commissioning Strategy
- To explore how we involve people and build community capacity in the city to achieve "Better Care"

A full report on the event is available on our [website](#).

Outcomes

All of the feedback has been carefully considered and has been incorporated into our strategic ambitions and planning. A copy of our 5 Year strategic plan, 'A Healthy Southampton for All' is now available on our [website](#).

4 Patient and Public Engagement Activity

Quality Conference

In July we held a conference with our stakeholders to discuss the Quality of Care in Southampton, "Striving for Excellence".

A variety of stakeholders attended the conference including provider organisations, Healthwatch and clinical staff. Discussion included topics such as Safeguarding children, developing leaders in Care homes, Root Cause Analysis.

Interactive workshops enabled issues to be raised and suggestions of how we can work in partnership to ensure the best quality of care for Southampton people.

Outcome

Regular "Quality" events will be arranged to include a wider range of stakeholders and service users.

Diabetes

During the last year the CCG has undertaken a review of diabetes services.

The commissioning team has involved service users in this review in a variety of ways, e.g. Diabetes project group, Stakeholder workshop, on-line survey, health event.

Medicines Management

Our Medicines Management Team is currently running a survey, looking for views from local people about regular medication for long term conditions. In addition, the team have run patient and community pharmacy focus groups, with hospital pharmacy and GP workshops taking place in September.

This is part of an exciting research project the CCG are working on with Reading University to understand the best way to provide medication information to patients.

More information about this project is available on our [website](#).

Outcomes

Launch of a new 'local' insulin pump service

Adoption of a Southampton City Diabetes Accreditation scheme (DAS), the aims of which include improving the practice team knowledge and skills in providing diabetic care for adults with Type 1 and Type 2 diabetes, through regular training and education.

4 Patient and Public Engagement Activity

Engagement on the Better Care Fund

We have a continuous programme of engagement in developing our plans for the Better Care Fund.

Engagement and Participation activity to date include the following:

- ✓ Three stakeholder workshops
- ✓ Service users focus group
- ✓ Service users forum (Consult and Challenge)
- ✓ Patients Forum
- ✓ Older Persons Forum focus group
- ✓ Communications and Engagement reference group
- ✓ Pensioners Forum
- ✓ Equality Reference group
- ✓ Healthwatch
- ✓ Carers Strategic group
- ✓ Healthwatch
- ✓ Workshop at Stakeholder event at St.Marys
- ✓ Community Development workers network
- ✓ Community Development mapping
- ✓ Think local act personal Meetings
- ✓ Focus group to develop "Better Care" communication materials
- ✓ Development of project to support person centred planning
- ✓ On line survey
- ✓ Older Persons Forum – regular updates

Positive feedback

"HWS has been involved in Better Care since the outset, with a view to ensuring that the voice of patients and communities is taken into account in the integration of health and social care services. HWS has written formally to the HWB with feedback about the initial plan, and have had our views taken into account in the submitted document. As Better Care gathers momentum over the next year we will continue to have input through both strategic and operational groups, and we will continue to play a role in ensuring the voice of communities is taken into account and patients are put at the heart of the redesign.

Healthwatch Southampton Annual Report.



5 Social media

Twitter

6,244 followers

We have gained 751 followers since 1st January and areas we have been regularly tweeted on include:

- **Local health services available in the city** – 111 and making the most of the services available at local pharmacies.
- **Seasonal health topics** – such as Ramadan, hay fever health advice, ordering repeat prescriptions, sun safety, food poisoning prevention and heatwave advice.

Live tweeting from events

We tweeted live from our city Health Conference in March, using the hashtag [#sotonhealthconf](#) and also from the CCGs first Quality Conference in July with [#strivingforexcellence](#).

Live tweeting allowed us to share live updates from the events, along with images and updates from the speakers – tweets from both events were retweeted and started conversations with local residents and our partners.

Patient Experience

Our new patient experience service (PES) was introduced on 1 April 2014, and we have been encouraging our followers to get in touch with the team if they have a comment, complaint or compliment about a local health service.

We have had conversations with followers, and encouraged them to get in touch with our PES team who have been able to help them further.

We have also pointed followers in the right direction to a local health service or told them where they can find out more.



Facebook

Our focus has been on growing our Twitter presence during the first half of the year. However we will be looking at ways that we can make the best use of Facebook over the coming months.

6 Freedom Of Information

Freedom of Information requests

NHS Southampton City Clinical Commissioning Group (CCG) received a total of 95 Freedom of Information requests from January 2014 – June 2014.

Recent profile/interest requests during the last six months:

- Contact details for members of staff
- Commissioning
- Contract details
- Continuing healthcare
- IVF
- Tendering
- Mental health service
- GP incentives
- Patient Transport



'Round Robin' requests

Approximately 25 of the 95 enquiries received were considered to be 'round robin' enquiries i.e. sent to a number of organisations. None were considered to fall within the definition of '*would have significant implications at regional or national levels*' where they would be escalated to the NHS England IG lead for co-ordination and support.