

Patient, Public and Carer Engagement Forum

Update

August 2017



Welcome to the update from the first Patient, Public and Carer Engagement Forum which was held on 17 July at St Mary's Heritage Centre in Gateshead.

I was pleased to see so many of you at the Forum, from across Newcastle and Gateshead, which shows a real commitment and willingness to work together to make sure that patients and carers can shape improvements in services.

It's our intention that following every meeting we distribute this short bulletin to give an overview of the discussion at the Forum and any updates on the questions that were raised.

As always, we'd like your feedback on what is included in this update, how it's presented and if it's useful, so please tell us what you think. We will also publish the update on the CCG website under the 'Get Involved' section – then click on 'Share your experience and help shape local health services' tab.

We've now agreed the dates for the Forum for the rest of the year, so please put these in your diary:

Monday 18 September – 5.30pm – Royal Station Hotel, Newcastle

Monday 6 November – 2.30pm, Bewicks B, Gateshead Civic Centre

I look forward to seeing you there.



Chris Piercy
Executive Director of Nursing, Patient Safety and Quality.

CCG update

Chris Piercy gave an update on the results of the recent NHS England GP survey which shows that overall, patients across Newcastle and Gateshead are happy with the service that they receive. If you would like to read the complete survey, go to <https://gp-patient.co.uk/>.

Updates were also given on:

- Review of Carers Services
- Urgent Care
- Care Home Programme
- Delivering Together, Deciding Together
- Children, Young People and Families
- Sustainability and Transformation Plan
- CCG Engagement Work Programme.

You can view the complete presentation at www.newcastlegatesheadccg.nhs.uk/get-involved/involve-me/

In some areas, GPs are not referring patients due to cost

This doesn't happen in our area. Our GPs follow NICE guidelines therefore referrals are only not made when criteria is not met.

The start time of the Forum (morning) is difficult if you're caring for others

We're keen to hear what days and times are best for people and will vary these throughout the year. We'll review this after 6 months.

Concerns have been raised on behalf of the BMA around the cost of implementing the Sustainability and Transformation Plan

Locally, existing staff are being utilised to cover the implementation work

Become a patient representative

The CCG has a rolling programme of visits to seek assurances that quality services are being delivered by hospitals (providers).

Part of the visiting team includes a patient representative which helps the CCG see the services through the eyes of patients and service users, to help capture what good quality care looks, sounds and feels like.

If you would like to become a patient representative please contact alisonthompson4@nhs.net

Areas of interest

We want to make sure that the topics discussed at the Forum are of interest to everyone. If you would like any discussion topic added to a future agenda, please email jayne.lofthouse1@nhs.net

Improving communications

The Forum is keen to expand on current communication methods. Colleagues from the North of England Commissioning Support Communication Team have been invited to the September Forum.

**Becoming a patient representative
– comments and questions from
Kirstie Atkinson's presentation**

Do CCG commissioner visits happen only in hospitals?

No, we also visit community settings, clinics and acute settings which also include places like St Oswald's and Marie Curie Centres.

Are third sector visits included in CCG commissioner visits?

Yes. Providers including, Mental Health Concern are part of the programme. We continue to look at other potential providers to visit. Visits are good practice set by NHS England, but are not 'inspections' as such.

Do commissioner visits happen in out of area hospitals where our local people are?

Not directly but we do gain assurance from the CCG where the patients are as part of a national agreement

Do you carry out unannounced visits? What if issues and complaints are identified?

If issues are identified, we can arrange for unannounced visits and give two hours' notice. We need to allow time for the service to have a contact upon arrival to complete the visit. As it's not an inspection, we can't turn up unannounced. A patient rep is not able to be invited to this visit due to timescales and information sensitivity.

Do you get a real picture of what is really happening if providers are given notice of a visit?

This is standard practice as the visits are different from formal inspections. We work with providers to decide which services should be visited. The services are decided by intelligence and data which enable us to identify gaps. Or visits are arranged if a service has changed or a service has worked well

Comments on the draft Compact and Terms of Reference

The group discussed the draft documents which will detail the principles and objectives of the Forum. The CCG Patient, Public, Involvement and Experience Team have collated all the comments and the drafts have been updated and will be shared at the September Forum.

On the Compact, you told us :

- Plain language needed.
- No acronyms.
- Add in 'seek amicable outcomes'
- Definition of stakeholder needed.
- The final compact needs to be shared and promoted.
- How do people who don't attend get to know what the Forum does?
- What will happen if we don't adhere to the compact?
- Are the two documents the same? Should they be one?
- It needs to be achievable.
- Feedback required and changes made because of the feedback publicised.
- Stakeholders should work closer with clinical leads.

On the draft Terms of Reference, you told us:

- Can there be a patient co-chair?
- Include a simple diagram of the engagement structure
- Who are the involvement team?
- Plain language, short and sweet and understandable.
- No acronyms.
- Bi-monthly should be changed to 'alternate months'
- Language should be consistent.
- Should include 'act' and 'listen'
- What's the aim of the Forum?
- Should encourage people to attend.

Meet the Forum

In future updates, we'd like members of introduce themselves to other members. If you're interested in doing this, please contact the CCG team.

Future health topics for the Forum agenda

Members identified:

- Winter Pressures
- Urgent care including extending primary care.
- Regulations/111
- Elderly, Care Homes, Frailty, Falls, Dementia Care.
- Support in the community.
- Healthwatch updates.
- Medical records and the sharing of information.
- North East Ambulance Service updates.
- Cyber-attacks – assurances and what the CCG has learnt.
- GP practices – managing locums and other issues.