

## Engagement update:

### Presented at the Quality and Patient Experience Committee (QPEC) in June 2018

#### Internal stakeholder audit - 2018

In February 2018 an internal audit on stakeholder engagement was carried out. The aim of the audit was to evaluate the measures taken by the CCG to meet its legal obligations for stakeholder engagement, and how far those measures represent best practice.

The audit considered:

- How stakeholder are identified and engaged
- How the results of stakeholder engagement are utilised during decision-making
- Whether the CCG meets its objectives in engaging with the local population

The function was given **significant assurance**. The audit stated that it is clear that the CCG has reflected on the requirements to involve stakeholders within the commissioning process, in line with the Health and Social Care Act (section 14Z2) and Patient and Public Participation in Commissioning Health and Care: Statutory Guidance for Clinical Commissioning Groups and NHS England. The CCG has demonstrated a proactive approach to developing its stakeholder engagement activities. It highlighted that the CCG has shown commitment to upholding the spirit of the engagement obligations, and has demonstrated that engagement is conducted and the results utilised in a meaningful way. That is, the CCG proactively seeks input from stakeholders, and that input is used as a consideration during decision making.

There were also a number of recommendations which focus on how the results of stakeholder engagement are reported and published, and clearer articulation of the link between the stakeholder engagement programme and the impact on health inequalities. These have been responded to and collated into an action plan which will be monitored by the audit team.

#### Recent engagement April, May and June 2018

We continue to get out and about and talk to our community and have presented at a number of forums and events:

- Tommy Whitelaw, Person-centred care and the 'What matters to you?' conversation, 7 June 2018
- Ageing Well Forum, 5 June 2018

- Mumbler event – talking to parents about maternity services and becoming involved in the Maternity Voices Partnership, 30 May
- Acomb Library Health and Wellbeing day, 18 May 2018
- Voluntary Sector Forum, 8 May 2018
- East Riding Carers’ Advisory Group, 14 May 2018
- GP engagement session, North Locality, 26 April 2018
- Raising awareness of and support for carers, health and social care professionals’ training, 30 April 2018
- Healthwatch Assembly, Talks given by Dr Kev Smith, Sarah Goode and Sarah Fiori, 24 April 2018
- Selby Posterngate Patient Participation Group, 10 April 2018
- York Older People’s Assembly, 9 April 2018

## **NHS 70 - engaging with the local community about their health and wellbeing**

On 5 July the NHS is turning 70 and we are holding celebrations across York. It is an opportunity to celebrate the achievements of the NHS, but also a call to action to help raise awareness around a number of key priorities. Within the context of NHS 70, we will collectively be engaging with our population on a number of themes including:

- How to keep yourself and your community healthy and well (self-care, prevention, exercise, diet)
- How to help support your own mental health and well being
- Tackling loneliness and isolation

We have held a number of meetings to work collaboratively across the council, health and voluntary sector. It was agreed to hold a number of joint events to engage with the local community about their health and wellbeing. A double-decker bus will visit various sites in York, Selby and Easingwold in the coming weeks, and members of the public are being invited to come along to receive healthcare advice, signposting and health check-ups. We are focusing on legacy and on what the population can do to help keep themselves and their community healthy and well. We are also encouraging our GP practices, Libraries and Care Homes within the patch to hold an event on the day.

<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Event</b>
1 June	9.30am-4pm	Central York and Acomb	Health and Wellbeing bus tour – with TEWV, The local authority and CCG
8 June	3.30pm-5pm	West Offices, York	Employers’ meeting to talk about health and wellbeing of the workforce

11 June	11am-1pm	West Offices, York	Sign our NHS70 birthday card, complete an NHS70 pledge card
12 June	9.30am-4pm	The University of York	Festival of Ideas. One Planet York,
15 June	10am-3pm	Easingwold and York North	Health and Wellbeing bus tour – with TEWV, The local authority and CCG
18 June	10am-2pm	Selby	Health and Wellbeing bus tour – with TEWV, The local authority and CCG
2 July	10am-12pm	East Riding	Celebratory tea and cake at East Riding Carers Advisory Group
3 July	1.30pm-3.30pm	Pocklington	Celebratory tea and cake at Pocklington Carers Advisory Group.
2-6 July	TBC	Explore York Libraries	Explore York Libraries will be hosting NHS70 tea parties at York, Burnholme, Clifton and Acomb.
5 July	1pm-3pm	West Offices York	NHS 70 celebrations at West Offices foyer.
7 July	1.30pm-4.30pm	Selby War Memorial Hospital	Sign our NHS70 birthday card, complete an NHS70 pledge card.
7 July	11.30pm-4.30pm	Copmanthorpe Carnival	Sign our NHS70 birthday card, complete an NHS70 pledge card.
10 July	10am-12pm	Pickering Library	Sign our NHS70 birthday card, complete an NHS70 pledge card.

### **Patient stories – forward plan 2018/19**

As part of commitment to ensuring the patient, carer and public voice is heard within the organisation, we present a patient story as a regular item at the start of each Quality and Patient Experience Committee (QPEC).

Within the 2017-18 year we heard a patient story from a parent carer, a family member of a resident of a care home who was part of the continuing healthcare assessment and the voice of child in care.

Below is a table to illustrate stories that have been presented, and future themes for the agenda.

Date	Patient story theme	Presenter	Medium	Comments
December 2017	Parent carer and special schools services	Patient 1	Video	Completed
Feb 2018	Safeguarding children	Karen Hedgely	Person and video	Completed
April 2018	Continuing Health Care (CHC)	Patient 2	Person	Completed
June 2018	EOLC	Jenny Brandom	Passage read out	On going
August 2018	Mental health	Patient 3	Person	On going
October 2018	Carers story (East riding)	Victoria Hirst or Elaine Pierce	Passage read out	On going
December 2018	TBC	TBC	TBC	On going
Feb 2019	TBC	TBC	TBC	On going
April 2019	TBC	TBC	TBC	On going

### Future themes

- Mental health services
- Care home – staff/resident
- Maternity services
- Accessing services with a learning disability

### Patient story action plan:

#### Names and initials:

- Jenny Brandom (JB)
- Victoria Hirst (VH)
- Karen Hedgely (KH)
- Leo Stevens (LS)
- Denise Nightingale (DN)
- Michelle Carrington (MC)

### Parent carer patient story, December 2017

No.	Details	Lead officer	Comments/update	Date	Progress
1.	Arrange follow up meeting with patient one to discuss next steps	JB and VH	Patient one happy with experience of being able to tell her daughter's story. Difficulties are with approaching transition and with social care	Meeting held in February 2018	<b>Completed</b>
2.	VH to arrange for copy of video to be sent to patient one	VH	Asked LS to provide copy and send to patient one.	May 2018	<b>Completed</b>
3.	Patient one to be placed in touch with the team within social services regarding a number of communication issues and feedback regarding transition in services	JB	<p>Patient one some frustrations with communication and provision of services from CYC social services team. JB placed patient in touch with social service to progress daughter's assessment and to formally request a carer's assessment.</p> <p>JB contacted a Practice Manager for the Children Health and Disabilities Team, based at Tang Hall, who also manages the Social Workers in the Transition team. Patient one's experiences around transition for her daughter and shared</p>		<b>Completed</b>

			by other parent carers. The Practice manager will discuss at her next team meeting about how the Council might engage better with parents at this time.		
4.	Place patient story on website	VH and LS	Patient stories section on the website is to be created. New web officer in post as of beginning of June.	By July 2018	<b>On-going</b>
5.	Place patient story piece within the engagement annual report	VH	Patient stories section has been added as an achievement for 2017-18 within the engagement annual report.	By April 2018	<b>Completed</b>
6.	Arrange a meeting for December 2018 to look at one year one	VH	Will arrange a meeting/lunch with those who have provided patient stories to discuss one year on.	Dec 2018	<b>On-going</b>

### Safeguarding children, February 2018

No.	Details	Lead officer	Comments	Date	Progress
1.	Place patient story on website	VH/LS	Patient stories section on the website is to be created. New web officer in post as of beginning of June.	By July 2018	<b>On-going</b>
2.	Place patient story piece within the engagement annual report	VH	Patient stories section has been added as an achievement for 2017-18 within the engagement annual report.	By April 2018	<b>Completed</b>
3.	Karen Hedgley to provide future feedback of engagement to VH	VH/KH	KH will provide information as and when engagement occurs.	On-going	<b>On-going</b>

## Continuing Health Care, April 2018

No.	Details	Lead officer	Comments	Date	Progress
1.	Arrange follow up meeting with patient two to discuss next steps	JB and VH	To be arranged	July/August	<b>On-going</b>
2.	Collate trend and feedback from patient relations on CHC to triangulate with patient story feedback	VH	Feedback provided on 27 April 2018.	April 2018	<b>Complete</b>
3.	Pass on feedback from patient story and comments to Executive Director for Joint Commissioning	VH and JB	VH spoken to DN in May 2018.	May 2018	<b>Complete</b>
4.	DN to provide some context around improvements and forward plan with CHC team, to share with patient 2 and public.	DN	Awaiting content	June 2018	<b>On-going</b>
5.	Arrange training/development day at West Offices for CHC team	VH/JB	VH sent email to Anita Griffith on 21.5.18 asking for potential dates.	July 2018	<b>On-going</b>
6.	Dedicate item on future QPEC to CHC as per minutes to April QPEC	JB/MC	To decide QPEC agenda item and date	August 2018	<b>Not started (to discuss at June QPEC)</b>