

Engagement update:

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

This section of the report covers the latest engagement activity in the Vale of York.

NHS70 - roundup

The National Health Service (NHS) turned 70 on 5 July 2018. Across the country there were celebrations to commemorate the achievements, innovations and individuals that have shaped the NHS as we know it today.

During June and July NHS Vale of York CCG organised a number of events with our local communities, health partners, local authorities and voluntary sector which focused on acknowledging the great work of the NHS, whilst raising awareness for our key priorities.

- Keeping yourself and your community healthy and well (self-care, prevention, exercise, diet)
- Supporting mental health and well-being
- Tackling loneliness and isolation



It was important to create a legacy for the Vale of York and we asked members of our community to share their pledges to show how they will help health and care services, by telling us:

- How they would improve their own health and wellbeing
- How they could support their neighbours and local community



The engagement process

Meetings were held to work collaboratively across the council, health and voluntary sector, and it was agreed to host a series of joint events to actively engage with the local community about their health and wellbeing.



Over the six-week period the CCG attended and hosted over 20 events across the patch and helped facilitate and promote even more through GP surgeries, libraries, care homes and local employers such as LNER. Support was received from local MPs, Lord Mayors, providers, businesses and voluntary sector organisations. These included:

- A business briefing session, hosted jointly with the Public Health team and the local MP to work with local employers and look at how they can help support the health and wellbeing of their workforce.
- A double-decker bus tour of various sites in York, Selby and Easingwold, where members of the public were invited to come along to receive healthcare advice, signposting and health check-ups.
- Our GP practices, Care Homes within the patch were encouraged to hold an event on the day.
- Working with the library to support their health and wellbeing sessions.
- Hosting an internal NHS Vale of York CCG 1940s-themed event to celebrate 70 years of the NHS that the public were invited and encouraged to take part in. The celebrations included food, music and other attractions.

 Bus tours Selby, Easingwold, Acomb and York	 4 wellbeing sessions	 Hundreds of signatures on our NHS 70 birthday card
 Conversations with more than 500 local people	 Hundreds of pledges from the local community	 Partnership working
 Roadshows 15 events across the Vale of York	 Dignitaries Mayoral and MP involvement	 Community events

The CCG's giant NHS 70 birthday card, which had been touring the Vale of York on the double-decker bus, was also available to sign and write goodwill messages in.

Date	Event
8 May 18	Voluntary Sector Forum, 10am-12pm
18 May 18	Acomb Library Explore, 10am-3pm
30 May 18	Mumbler maternity event at York Mount School
1 June 18	Bus Tour York Central
4 June 18	People Helping People Launch (CVS and CYC)
7 June 18	Tommy Whitelaw: What matters to you? Two sessions

8 June 18	Employers meeting at West Offices 15.30-17.00
11 June 18	West Offices Foyer, 11am-1pm
12 June 18	Festival of Ideas, 12pm-2pm
15 June 18	Bus Tour Easingwold and Monks Cross
18 June 18	Bus Tour Selby and surrounding areas
2-6 July 18	Acomb, York, Clifton and Tang Hall Libraries NHS70tea party celebrations
2 July 18	Tea and cake at East Riding Carers Advisory Group
3 July 18	Pocklington Carers forum tea and cake
4 July 18	Staff NHS 70 Celebration, 1-2pm
5 July 18	West Offices Tea Party in the foyer, 1-3pm
5 July 18	NHS 70 – celebration at York Minster
7 July 18	Selby War Memorial NHS70 celebrations, 1pm-4pm
19 July 18	Health and wellbeing session with LNER (trains)

Communications and media

As part of the NHS70 engagement project a range of methods were adopted to encourage participation and involvement from a variety of patients, the public and stakeholders. The public events and drop-in sessions were advertised and communicated through the following channels:

- CCG stakeholder and public email list
- Press release
- Local MPs
- GP practice communications
- Partner organisations
- Local Healthwatch and voluntary sector
- Community groups
- Health and Wellbeing Board

- Posters in shops, libraries and public buildings in the areas where the events were taking place
- CCG website and twitter account
- Internal staff newsletter

We had several articles in the York press and local papers, and our Clinical Chair, Dr Nigel Wells was interviewed by York TV. We were also supported by leaders across the patch.



Partners, voluntary sector and local health organisations got involved and shared information, pictures and events through their networks.

Key messages and themes

We collated the verbatim written comments pledged at our public engagement events. The key themes are outlined below, complete with examples.

Theme 1: Leading a healthy lifestyle

People felt strongly about maintaining their health and wellbeing by leading a healthy lifestyle. This included, keeping active and participating in more regular and consistent exercise:

- “To run three times a week.”
- “To walk instead of using the car whenever possible and to encourage my son and family to do the same.”
- “I will continue to walk every day now that I’m seventy!”
- “To keep up with the walking, football and Yoga whilst also supporting the NHS”
- “To be more active every day”

People also pledged to eat more healthily in order to live better:

- “To reduce my BMI and eat more healthily”
- “Reduce sugar intake and exercise more”
- “To teach the importance of medicine as food and of food as medicine”
- “To exercise more and eat more fruit and vegetables and also use the NHS services appropriately to educate my family to do the same”
- “To feed my daughter more veg (peas)!”

Theme 2: Mental Health

The theme of looking after our mental health recurred throughout the pledges, with people listing it as one of their health priorities:

- “To continue promoting mental health and compassion focused therapy to the young and the vulnerable.”
- “To keep my mental health healthy and in check.”
- “I do exercise to improve my mental and physical health”
- “To continue walking to reduce isolation and loneliness”

Theme 3: Awareness and correct use of NHS Services

Some people recognised the importance in ensuring that they use the NHS in the correct way and pledged to always ensure they used the most appropriate service first:

- “To collect and share leaflets to spread awareness of available services in the community and encourage their use”
- “To use the appropriate service to meet my needs, e.g. talk to a pharmacist before making a GP appointment or to call NHS111 before going to A&E.”
- “To prioritise asking a pharmacist for advice before booking an appointment at the doctors.”
- “To use the services of the NHS where needed and properly.”

Theme 4: Celebrating the NHS

As NHS 70 was a time to reflect on the NHS, some people took the opportunity to thank the NHS for the services, care and treatment they had experienced:

- The maternity services I had was the best care! My first baby was with private, my second was with the NHS and it was much better
- The treatment I received over the past three years when I needed hospital treatment was extremely good, caring and to be praised
- My son who was very ill with his chest and received treatment from the NHS which has been amazing. Though there are imperfections, the most wonderful people work there!



- I had a fantastic experience and personally can't speak highly enough of the NHS

Next steps and legacy:

The CCG worked closely with its partners across the local authorities, voluntary sector and statutory bodies (including Healthwatch and CVS) and other healthcare providers. The CCG will work together across the organisations involved to share feedback across services and to look at common themes and develop an action plan.

In particular the CCG will look at continuing the work with York employers to promote staff engagement sessions around health and well being. Working age adults is an area of the population that the CCG has not always been able to actively engage in conversation. This demographic has been identified as a group to focus on for 2018/19 engagement, looking at mental health, healthy hearts and working with the public health team on lifestyle choices.

Our recommendations:

- To work across sector to continue educating the public on correct service use
- To work with our colleagues across health and social care, and the voluntary sector to encourage our community to look after their own health by leading a healthy lifestyle
- To continue to recognise the extraordinary staff that work for the NHS

Other engagement and updates:

Carers update:

NHS Vale of York CCG has been attending several carers meetings over the last few months, including meetings regarding the development of the new Carers Strategy for York and Carers groups in East Riding and Pocklington.

Feedback:

- The carers on the East Riding border raised concerns around equity of access to services, and conflicting information provided between CCG areas
- Desire to keep up to date with service development in York (living in Pocklington) despite residing in East Riding. Both CCGs need to ensure that they communicate and share information between areas.
- Ensuring that access to services in Pocklington is equal for ERCCG and VOYCCG residents. Eg access to weight loss services.

- They would like a universal patient passport, that is accepted by all practices/providers. Having the correct information, and likes/dislikes about the service user is crucial as part of their care
- Sharing of information and records across hospitals is poor – eg between York and Hull and vice versa.
- Increased awareness within GP practices
- Change in continence product provider is causing concern and distress amongst family members that people care for

Feedback has been shared within the organisation. As a result meetings have taken place between the neighbouring local authorities and CCGs about the impact across three local authority areas'. It was agreed that they would look at addressing policy and procedural differences across different local authority areas, including community service provision, continuing healthcare, Section 75 agreement (how costs are recharged) and Mental Health Services.

National drive to increase awareness and support for carers within Primary Care.

NHS England has been working on a project on how to increase awareness and support of carers within primary care. It is well documented that carers report worse experiences of accessing and using GP than non-caring patients. Linking in to the [health and social care action carers action plan 2018-2020](#), there is a national move towards ensuring that GP practices are identifying and supporting carers.

David Ross, patient experience lead within NHSE, gave a presentation on the carers project. Later this year a new framework will be released, which asks GP practice to rate themselves based on these areas:

- identification and recognition of carers
- in-practice support for cares
- mental health support
- information for carers
- accessibility and appropriateness of appointments
- carer friendly culture

This framework will be linked in to CQC inspections and GP practices will be asked to provide examples of how they identify and support carers.

Healthwatch Annual Meeting – 25 July 2018

The Healthwatch Annual Meeting took place on 25 July 2018. It covered the latest annual report and achievements over the last year.

Over the coming year the Healthwatch York work plan will focus on 'changes to services in York'. They are going to focus on:

1. The proposal for Priory Medical Group to provide a new Health centre at Burnholme Community hub
2. Provision of services at the pain clinic
3. Impact of change in provider on podiatry services
4. Experiences of BMI and smoking thresholds for orthopaedic operations
5. Anti-coagulation

They led an hour session with the public around service changes, asking for positive and negative experiences.

Positive experiences:

- A positive experience was had by a lady registered with Sherburn in Elmet practice and she was referred to Selby Scott Road for an ultrasound – this was much better than going to the hospital
- Provision of social prescribing
- Introduction of open door at York University – now offering evening appointments and have appointed a link practitioner
- Malton Hospital one-stop shop for urology

Concerns about service changes:

- If moving services from centralised areas (such as the hospital) to the community, we need to ensure that the provision in the community is available so that expectations are met. This includes the relevant information, advice, expertise and ease of access to appointments.

Staff engagement and training

We are encouraging our staff to sign up for a number of free courses from NHSE to help us improve how we involve patients and public in our work, via <https://www.england.nhs.uk/participation/learning/>

It is important as part of our statutory duty that our staff are trained and up to date with information in this area including health inequalities, patient engagement and participation, data analysis and developing relationships with Patient and Public Voice Partners.