

## Engagement update:

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

#### **End of life care strategy**

This CCG is working with patients, partners, carers, family members and the public to create an end of life care strategy that strengthens its commitment to improve and develop end of life care and support services.

During August and September, the CCG conducted a series of engagement sessions and launched a survey to gather patients and stakeholder feedback around their experiences when in receipt of or delivering end of life care. The focus was on identifying what we do well as a health and social care system, and where there are gaps and improvements to be made.

The responses are being collated and analysed and will be used to inform the content of the strategy and create a Citizens' Charter that reflects the needs of people across the Vale of York.

#### **Embedding engagement and communications within projects**

Following recommendations from an internal stakeholder engagement audit the comms and engagement team has hosted a number of refresher educational sessions for the PMO and transformation and delivery functions.

These sessions set out the guidelines and principles around the legal and statutory requirements for public and patient involvement. They also looked at how the CCG can improve the process for embedding communications and engagement within projects and how teams can conduct an effective stakeholder analysis. Sessions were held on 30 August and 27 September. The sessions will be shared wider across the CCG.

#### **Patient story**

As part of the next steps from our QPEC patient stories, we continue to follow the action plan and meet with those who have kindly given up their time to share a patient story.

Patient story: Continuing Health Care

In August the Deputy Chief Nurse and Head of Engagement met with the CHC nursing team to feedback our QPEC patient story and ensure that the experience was shared with those delivering care.

On 27 September we met with a family member and his mother who was going through the Continuing Healthcare assessment process. It was interesting to hear from the service user herself about her experience of services and her understanding of the funding process. The patient experience will be fed back through the CHC process and to teams involved.

### **Communications and engagement strategy 2019-22**

Work has commenced on the participation element of the new engagement strategy. Meetings to gather feedback and input into the strategy are being held with key stakeholders during September and October 2018. The strategy will be presented at the February 2019 QPEC for comment.

#### **Upcoming engagement:**

- **Engaging with the younger generation around mental health:** In October and November City of York Council (CYC) is hosting two events aimed at secondary school pupils. We have the opportunity to hold a session with the students around experiences of mental health.
- **Self care week:** 12-18 November is Self Care week. The CCG is planning a campaign to raise awareness around this topic. We will be linking in with the themes of pledges that our population made as part of the NHS' 70<sup>th</sup> Birthday celebrations. The plan is to host an exhibition of pledges, focusing on self-care and keeping healthy and well.
- **Stop the pressure campaign:** It is national stop the pressure day on 15 November 2018. The CCG is hosting an information stand on the day in Askham Bar Tesco from 10am-2pm, to raise awareness of identification and prevention of pressure sores.