

Engagement update:

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

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	Medium	Comments
December 2017	Parent carer and special schools services	Video	Completed
Feb 2018	Safeguarding children	Person and video	Completed
April 2018	Continuing Health Care (CHC)	Person	Completed
June 2018	Tommy Whitelaw	Video clip	Completed
August 2018	Mental health	Person	Completed
October 2018	EOLC story	Passage read out	Completed

Future themes

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

Patient story action plan:

Story one: Parent carer patient story, December 2017

No.	Details	Lead officer	Date	Progress
1.	Arrange follow up meeting with patient one to discuss next steps	JB and VB	Meeting held in February 2018	Completed
2.	VB to arrange for copy of video to be sent to patient one	VB	May 2018	Completed
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		Completed
4.	Place patient story on website	VB and LS	By July 2018	Completed
5.	Place patient story piece within the engagement annual report	VB	By April 2018	Completed
6.	Arrange a meeting for	VB	Dec 2018	Completed

	December 2018 to look at one year one			
7.	Patient one meets with Karen McNicholas to feed into work on transition	KM	Nov 2018	Completed

Story two: Safeguarding children, February 2018

No.	Details	Lead officer	Date	Progress
1.	Place patient story on website	VB/LS	By July 2018	Completed
2.	Place patient story piece within the engagement annual report	VB	By April 2018	Completed
3.	Karen Hedgley to provide future feedback of engagement to VB	VB/KH	On-going	On-going

Story three: Continuing Health Care, April 2018

No.	Details	Lead officer	Date	Progress
1.	Arrange follow up meeting with patient two to discuss next steps	JB and VB	July/August	Complete
	Collate trends and feedback	VB	April 2018	Complete

2.	from patient relations on CHC to triangulate with patient story feedback			
3.	Pass on feedback from patient story and comments to Denise Nightingale (Denise Nightingale) Executive Director for Joint Commissioning	VB and JB	May 2018	Complete
4.	Provision of provide some context around improvements with CHC team, to share with patient 2.	DN, VB and JB	October 2018	Complete
5.	Arrange visit to CHC team to share patient feedback with nursing team.	VB/JB	July 2018	Complete
6.	Dedicate item on future QPEC to CHC as per minutes to April QPEC	JB/MC	TBC	On-going

Story four: Mental health services, August 2018

No.	Details	Lead officer	Date	Progress
1.	Arrange follow up meeting with patient three to discuss next steps.	JB and VB	October 2018	Complete
2.	Place patient story on website	VB	December 2018	On-going (still awaiting approval)

3.	Discuss the patient story at TEWV Quality Meeting and raise feedback about perception of carers involvement patient care.	DW	December 2018	On-going
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End of life care services, October 2018

No.	Details	Lead officer	Date	Progress
1.	Place patient story on website	VB	December 2018	On-going
2.	Story to feed into new EOLC strategy	VB	December 2018	Complete

Engagement update

During October and November colleagues within the CCG have listening to the views of service users and involving patients in improving services through many different channels.

Patient transport services

Our patient relations team and a member of the commissioning team invited a lady who raised concerns about the recent changes to patient transport services to meet with them to talk about her views. She discussed areas that were working well and where she felt that improvements could be made to some of the questions asked when booking transport.

It was a really positive meeting and the service user was pleased to have met individuals from the CCG, especially those who have been involved in the complaint process. It was a good example of inviting in a service user to find out more about

their experiences to help improve services.

Parent carers

Over the last month we have met with several parent carers to listen to their experience of health and social care to discuss how services can be improved.

This has ranged from a parent carers workshop, hosted by the CCG, TEWV and the City of York Council around the autism/ADHD referral pathway, to individual meetings with parents of a child with a mental health condition and parent of with complex health needs. Our senior quality lead for children and young people is working with these individuals, to help feed into service improvements and ensure the voice and experience of the child/young person is heard.

End of life care services

As part of our on-going conversation around palliative care, and as part of the development of the Vale of York end of life care strategy for York, we have arranged a number of sessions with clinicians, carers, care homes, service users and the public about experience of end of life care services.

Recently we spent a day at the St Leonard's hospice Sunflower Centre, talking to patients with a life limiting illness, their families, people who have recently lost loved ones and volunteers. It was a very insightful session, as speaking to people with lived experience is very powerful. In addition we held a public facing event on 22 November, chaired by Dr Dan Cottingham.

Themes that came out of the sessions include:

- The importance of having a coordinated approach to care, and having a single point of contact.
- Desire for 24/7 access
- Care and compassion of staff

- Support following a bereavement
- Companionship and sharing through the drop-in sessions
- Advanced care planning and talking openly about dying and death
- Dignity and respect and being treated as an individual
- Including experiences of those living with dementia
- Ensuring preferred place of death

The feedback we have received, whether it was from family members, clinicians, volunteers or someone who is in receipt of services, was rich in personal experience. This information will be used to shape the End of Life Care Strategy and the creation of a Citizen's Charter that aims to improve and further develop end of life care and support services

Self care week

We invited the Vale of York community to contribute their self-care pledges to our evolving health exhibition during Self Care Week 2018 (12-18 November), an annual campaign to raise awareness about the benefits of self-care and what people can do to take care of their own health.



We asked members of the public find out more about how they can take steps to improve their own health and wellbeing, and make a pledge that detailed what they aim to do (or stop doing) to improve their health and wellbeing.

Stop the pressure – awareness campaign

Pressure ulcers are a major cause of harm and distress and can have a huge impact on a patient's quality of life leading to increased pain, risk of infection, depression and even death.

The CCG is supporting carers to provide the best possible care and it is participating in the NHS England React to Red initiative. This work focuses on supporting Vale of York care homes, carers and domiciliary agencies.



To raise public awareness of this important topic, members of the CCG's Quality and Nursing Team Chris Pomfrett, Sam Varo and Helen Degnan donned their superhero outfits to talk to shoppers in Tesco Askham Bar on International Stop Pressure Ulcer Day (15 November). They spoke to over 200 shoppers to help raise awareness and talk about prevention.

Events and engagement sessions:

Date	Time	Event
1 October	9am-12pm	Carers advisory group in East Rising.
Mon 8 October	11-1pm	CCG and Healthwatch joint stand at West Offices
Friday 19 October	10am-11am	<p>Meeting with My Health Strensall to act on feedback received through a carers advisory group.</p> <ul style="list-style-type: none"> • Appointed a carers champion • Arranging training for all staff to increase awareness of carers, and to understand the need for flexibility with appointments • Looking at coding and identification for carers within the practice

		<ul style="list-style-type: none"> • Creating a carers notice board • Updating website with useful numbers and signposting info for carers
Friday 19 October	10am – 2pm	York Parent Carer Forum Autism Workshop. Burnholme Community Hub, Bad Bargain Lane.
Tues 23 October	2-5pm	Dr Kev Smith gave an update about the CCG at the Healthwatch Assembly.
Tuesday 30 October	10am-12pm	Regular meeting with Healthwatch manager to look at opportunities of joint working and share intelligence
Tues 6-7 November	All day	Attendance at a Patient and Public Voice training session with patient voices from across the UK.
Monday 12 November	11am-1pm	Self care week stall in the foyer of West Offices with Healthwatch York.
Monday 12 November	3.30pm	Met with a parent carer who told her story at a recent Quality and Patient Experience Committee about her experience of mental health services to talk about next steps and influencing change in the system.
Tues 14 November	10am	Met a parent carer to talk about access to services and care in multiple settings.
Wednesday 14 November	1.30pm- 3.30pm	Maternity Voices Partnership – engaging service users in improvements in maternity care
Thursday 15	10m-2pm	Stop the Pressure stall in Tesco at Askham

November		Bar to raise awareness of pressure sores and support the national campaign day.
Friday 16 November	10.30am - 2.30pm	Drop in Session at the Sunflower Centre at St Leonard's Hospice to gather views from those who are in receipt of services at the Hospice.
Thursday 22 November	1pm – 2.30pm	Open invite session to developing a citizen's charter around priorities for end of life care.