

Engagement update – February 2019

CCG Improvement and Assessment Framework Patient and Community Engagement Indicator

The CCG is rated for its compliance with statutory guidance on patient and public participation in commissioning health and care through the 'Patient and Community Engagement Indicator' in the CCG Improvement and Assessment Framework (IAF).

The indicator evidences the CCG's implementation of the statutory guidance on [patient and public participation in commissioning health and care](#).

This guidance sets out 10 key actions for a CCG on how to embed involvement in its work:

1. Involve the public in governance
2. Explain public involvement in commissioning plans/business plan
3. Demonstrate public involvement in annual reports
4. Promote and publicise public involvement
5. Assess, plan and take action to involve
6. Feedback and evaluate
7. Implement assurance and improvement systems
8. Advance equalities and reduce health inequalities
9. Provide support for effective involvement
10. Hold providers to account.

In 2017/18 NHS Vale of York CCG was rated as 'good'. The framework and criteria for this indicator remains the same for 2019/20 and will be submitted as part of a self-assessment tool, based on information that appears on the CCG's website. NHS England has published [Guidance for CCGs](#) to support them with the evidence submission process for the indicator in 2018/19.

The Head of Engagement has attended a Patient and Public Engagement IAF workshop in Leeds in January and is attending the series of seminars produced by NHSE in preparation for the self-assessment audit.

The timescale for assessment and submission is as follows:

CCGs prepare evidence of engagement in line with the statutory guidance on [patient and public participation in commissioning health and care](#) using the criteria outlined in the evidence template received from NHS England in January. CCGs work with local people and communities where possible to identify and prepare evidence.

January 2019 - March 2019

CCGs identify and submit evidence using the evidence template. CCGs include a 'description of change' wherever they indicate that a criterion is met in 2018/19 that was assessed as unmet in 2017/18 (or vice versa). Submissions are signed off by the Accountable Officer of the CCG.

Final date for submissions: 1pm, 8 March 2019

An initial score (and related RAGG* [Red, Amber, Green, Green Star] rating) is auto-generated from each submission. NHS England undertakes national assessment using the [published indicator framework](#) to agree scores and RAGG* ratings. A process of moderation is undertaken by a panel led by NHS England and including other members of the Patient and Community Engagement Indicator Advisory Group, prior to confirmation of final scores. The scores generated by this process are final.

March 2019 - May 2019

CCG Accountable Officers receive the outcome of their Patient and Community Engagement Indicator assessment prior to publication. Final scores for the indicator are published on the MyNHS website as part of the CCG ratings under the CCG Improvement and Assessment Framework.

July 2019

Domains measured against, score in 2017-18 and suggested improvements for 2019-20.

Domain	Indicators	VOY CCG rating 2017-18	Areas where VOY CCG could provide more evidence its website for 2019-20 to increase the rating to 'outstanding'
A. Governance	<p>Involve the public in governance</p> <p>Implement assurance and improvement systems</p> <p>Hold providers to account</p>	Good	<p>Make public parts of Governing Body meetings easily accessible to the public.</p> <p>More evidence that the Governing Body is assured about public involvement activity and the difference it has made.</p> <p>Illustrate how the CCG reviews public involvement activity across its providers and takes action in response.</p>
B. Annual reporting	<p>Demonstrate public involvement in Annual Reports</p>	Good	<p>Make the annual report accessible and appealing. (This year we had a new engagement annual report).</p>
C. Day-to-day practice	<p>Explain public involvement in commissioning plans</p> <p>Promote and publicise public involvement</p> <p>Assess, plan and take action to involve</p> <p>Provide support for effective engagement</p>	Good	<p>Display information about how the CCG supports members of the public who are involved.</p> <p>Highlight where public documents are written in plain English and produced in appropriate/accessible formats for the community.</p> <p>Demonstrate more clearly where the CCG uses a range of targeted outreach approaches, including working with the voluntary and community sector.</p>
D. Feedback and evaluation	<p>Feedback and Evaluate</p>	Good	<p>Provide increased evidence of the difference that public involvement has made to commissioning, decision making and/or services.</p>
E. Equalities and health inequalities	<p>Advance equality and reduce health inequality</p>	Good	<p>Clearer evidence of how the CCG considers equalities and health inequalities when planning and implementing its approach to public involvement.</p> <p>Showing how demographic monitoring is in place for public involvement and is used to inform improvement.</p>

Communications and engagement strategy 2019-22

An initial high level draft of the new communications and engagement strategy is due to go to Governing Body on 7 February 2018.

Initial feedback received: November 2018 – January 2019

- Key stakeholders: VCSE organisations such as Selby AVS and York CVS, Healthwatch York and North Yorkshire, Older People Advocacy York (OCAY), York Carers Centre, York College.
- Public: Website and comms workshop (29 January 2019) and Healthwatch Assembly (22 January 2019). Drop-in at West Offices (second Monday of the month).
- Governing Body GPs and Accountable Officer

Workshop 22 and 29 January 2019:

Refresh our strategy



Refresh our strategy slide content including 'Let's talk health', 'Patient and Public Participation Annual Report 2017-18', and 'Involving Local Communities 2016-19 An Engagement Strategy'.

Our priorities – 2019-20

- The CCG's priorities for 2019/20 build on work that has been done in 2018/19 while moving towards longer-term planning.
- In setting our priorities we have considered:
 - The health needs of our population
 - The views of the people we serve
 - Where we need to focus for improvement
- NHS Vale of York CCG is growing slowly and more are reaching the age where ill health leads to need for services.
- We have generally good health services but there are challenges in mental health, cancer services and maintaining access to General Practice – these are the priorities that our population has told us.
- There are significant levels of chronic disease including mental health problems. This is especially true in the areas of higher deprivation

Focus for improvement: Our priorities

- Strengthening GP services
- Community services – more seamless working between health and social care
- Mental health and wellbeing, esp. children's services
- Cancer and long-term conditions
- Focus on community:
 - Build services for populations that can focus on the specific health needs and challenges of an area
 - Work with the most vulnerable and those with greatest need
 - Prevention and self care – to support communities to stay healthy for longer
 - Targeting investment and services to areas with greatest need is essential

Our engagement principles

Inclusiveness	participation of all who have an interest in or are affected by a specific decision
Honesty and clarity	ensuring all involved understand how they can contribute and how decisions are made
Commitment	demonstrating a genuine attempt to understand and incorporate other opinions
Accessibility	different ways of engagement, ensuring people are not excluded
Accountability	respond within set timescales and report unambiguously on why contributions have/have not influenced outcomes
Responsiveness	open to idea of changing existing ways of working
Willingness to learn	those involved and those undertaking the engagement process must be willing to learn from each other
Productivity	at the start of any engagement process establish desired outcomes for improvement
Partnership approach	Where possible co-ordinate activities with other statutory and voluntary sector partners to engage efficiently and effectively and avoid any duplication.

Discussion on the existing engagement principles from 2016-19 strategy:

Inclusiveness	participation of all who have an interest in or are affected by a specific decision
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What our population has told us about these principles:

- Build **trust** and **relationships**. Have a more partnership approach
- **Regular communication**: around changes that are taking place – don't stop after consultation. Provide evidence that we have listened, responded and taken their views into account
- Allow **enough time for people to feedback** – otherwise it feels tokenistic. Important that people can see the results. Think about where, when and how are we going to feedback.
- **Language** is important: We need to create an easy read version of the principles.
- **Honesty**: We need to be honest with what can be done within budget
- **Reach out into the community**: Go out to people rather than expecting them to come to you. Ensure you gather a wide and diverse sample.
- **Be inclusive and accessible**: Consider how you access people who are socially isolated, or who are not represented by existing groups – eg homelessness/financial hardship, people with MH conditions
- **Listening, feedback, openness** and **transparency** need to be added
- All principles are important, but we need to ensure how they are implemented and adhered to.

We will be using this feedback to refresh our core engagement principles as part of the new strategy.

Next stages: Develop strategy based on feedback and publish first draft for public consultation (March/April 2019).

Listening to our community: You said, we did

Each month it is important to capture evidence of the difference that public involvement has made to commissioning, decision making and/or services.

Example one: Carers

You said: At a recent carer advisory group (CAG) meeting in the East Riding area a panel member raised an issue with signposting and information available for carers through their local GP service. They wanted to increase awareness with staff within GP practices about recognising and supporting carers, and promoting local carers' services available.

We did: We contacted MyHealth practice in Strensall and Stamford Bridge and met with the operations manager to discuss how we could help support carers. The operations manager was very proactive, and began to implement some changes immediately.

Resulting in:

- Two carers from East Rising CAG delivered a training session to the staff on the life of a carer to increase awareness of the challenges they face.
- A new carers' notice board in the surgery, including information about what is available for carers in the East Rising.
- The surgery is updating website with useful numbers and signposting info for carers.
- The surgery has offered the meeting room at Stamford Bridge surgery as a free space for carers groups to meet if they need to.

Example two: Helping you stay healthy and well

You said:

During our time spent out in our community [collecting pledges from our population as part of the NHS 70](#), you said that you wanted to help stay healthy and well. You also commented that you would like more health information and advice information to help share within your communities.

- "I pledge to collect and share leaflets to spread awareness of available services in the community and encourage their use"

- “I pledge 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.”
- I pledge to keep looking after the residents of York through my job and make good relationships with other services in the NHS to enhance this.”

We did:

We took part in the self-care aware campaign, ‘Help Us Help You’ which encourages our community to take care of their health this winter.

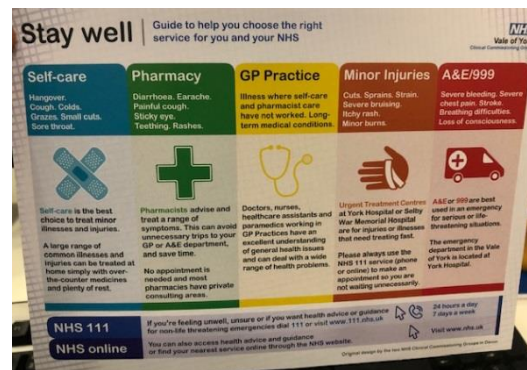
Resulting in:

A multi-media campaign to help our population to stay well this winter. Through media, videos, newsletters, our website and social media and printed leaflets we launched the help us help you campaign.

The CCG teamed up with a number of Vale of York GPs to create a series of self-care videos, to help its population self-treat common illnesses such as cold and flu at home using over-the-counter medicines. These can be viewed [here](#).

We produced a number of press releases and content which was shared around our community networks.

- <https://www.valeofyorkccg.nhs.uk/winter/>
- <https://www.valeofyorkccg.nhs.uk/latest-news/post/vale-of-york-gp-provides-top-tips-for-staying-well-in-winter>



Events and meetings

Date	Time	Event/meeting
5.12.18	10.00am-11.30am	Meeting with Yorkshire Ambulance Service to discuss patient experience, quality and improving engagement.
10.12.19	10.00am-12pm	Healthwatch and VOY CCG drop-in at West Offices Foyer.

6.12.18	9.30am-12.30pm	City of York Carers' strategy: Open consultation meeting.
6.12.18	10.00am-3pm	North Yorkshire Disability Forum. Paul Howatson and Victoria Binks discuss Wheelchair and community equipment feedback.
14.1.19	10.00am-12pm	Healthwatch and VOY CCG drop-in at West Offices Foyer
15.1.19	9.30am-11am	Head of Engagement meets with Catherine Scott (Healthwatch Manager)
16.1.19	10am-12pm	Carers Advisory Group: York Carers Centre and reps.
22.1.19	1pm-2pm	Stakeholder catch up: Head of Engagement meets with Catherine Scott (Healthwatch Manager) and Tracy Wallis, Health and Wellbeing Board
22.1.19	2pm-4pm	Healthwatch Assembly: NHS Vale of York presents on commissioning intentions, population health and community need, our priorities and consultation on the new engagement strategy.
23.1.19	10am-12pm	Maternity Voices Partnership. Maternity services group.
24.1.19	11am-12pm	Meet with patient story, mother and son (CHC patient story from April 2018).
29.1.19	3pm-4.30pm	Readability panel Workshop: New website and user feedback.
7.2.19	4pm-7pm	Rehab and recovery: Future model workshop and drop in – in partnership with TEWV