

## Quality and patient experience committee (QPEC) 11 April 2019

### Engagement update: April 2019

#### Patient stories: action plan 2019/20

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).

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
December 2018	Experience of mental health services: A mother talks about her personal experience as an adult and for her children	Reading of story	Completed
February 2018	Two stories relating to opiate prescribing	Reading of story	Completed
April 2018	Care home story	Care home manager	On-going

(A full patient story action plan is available <https://www.valeofyorkccg.nhs.uk/get-involved/patient-stories/> )

#### Future themes

- Integrated care team – North Locality – June 2019
- Pro-active health coach story – August 2019
- Maternity services – October 2019
- Accessing services with a learning disability – December 2019

## Demonstrating how patient stories have made a difference and influenced the work of the CCG and wider system.

Governing Body will view its first patient story Governing Body (GB) on 4 April 2019. The GB will be show the patient story of Helen Barnes – mother and parent carer. The video will be followed by update by Jenny Brandom on the progress that has been made as a direct result of hearing the story, showing how patients have influenced the work of the CCG and wider system.

## Campaigns and consultation

### Diabetes awareness week

The National Diabetes Prevention week will be running between 1 and 7 April 2019 and as a CCG we have organised a Diabetes Prevention Week road show. Alex Kilbride, who leads on this piece of work, and members of the engagement team will be visiting a number of different companies within York to provide opportunities for their staff to discuss the risks of developing Type 2 diabetes and what support is available to help them reduce their risk.



As part of the road show we will be promoting the [Healthier You: Diabetes Prevention Programme](#). A free personalised programme to help people reduce their weight, eat well and increase the amount of physical activity they do - reducing their risk of developing Type 2 diabetes. The programme has been fully operational across the Vale of York since December 2018 and we are currently the highest referrers across the STP

### Road show bookings:

Date	Time	Venue	Audience
Tuesday 2 April	11am-2pm	Portakabin Ltd (Huntington)	Employees
Wednesday 3 April	11am-2pm	Nestle (Haxby Road)	Employees
Thursday 4 April	10am-2pm	Tesco (Askham Bar)	General public

## **Long term plan – engagement across the Humber Coast and Vale in partnership with local Healthwatch**

Following the publication of the NHS Long Term Plan in January 2019, local areas are now required to develop their own five year plans, which should be produced by the Autumn 2019. This new five-year strategic plan will describe how the Humber, Coast and Vale Partnership will deliver the requirements of the Long Term Plan in the area of Humber, Coast and Vale (HCV).



To support and inform the development of the Partnership Long Term Plan, the CCG must undertake stakeholder engagement with a broad range of stakeholders to ensure the plan has sufficient buy-in with the partners who will be required to deliver the actions identified within it.

Healthwatch England has been given funding to help assist with the facilitation of engagement with our community through a survey and focus groups. The CCG is working with our local Healthwatch to help gather views from our local population about how people can live healthier lives and what improvements they think could be made to help people access services quickly.

**Developing, monitoring and improving services in partnership with our community.**

### **Maternity Voices Partnerships**

On 27 March 2019 the first Maternity Voices Partnership (MVP) meeting was held with our new lay chair, Emily Pickard, in position.



Previously known as Maternity Services Liaison Committees, a Maternity Voices Partnership (MVP) is a group of women and their families, commissioners and providers (midwives and doctors) working together to review and contribute to the development of local maternity care.

The group shared information and updates about local MVP work across the Humber Coast and Vale and methods of collecting patient and service user feedback to improve services.

## **Feedback and improvements for patient experience:**

The group received an update from York Teaching Hospital NHS Foundation Trust about its response to patient experience reports and feedback. A number of action plans that are being developed in response to patient experience and engagement.

- **The 15 Steps Challenge:** This ward walk round focuses on seeing care through a patient or carer's eyes, and exploring their first impressions. The maternity services department completed the 15 steps challenge in October and November 2018 across York and Scarborough. The walk around was conducted by a non-executive director, service users (who hadn't been to that site) and a midwife. Key areas raised included: improving information on display – including staff photos, welcome information, signposting for support, patient experience; lack of signage in reception (a member of staff has been moved near the door to man the reception); appearance of wards looking tired (they are having the floor recovered); lack of artwork (pieces are being commissioned from the in-house art team; not knowing who staff are (badges re-ordered and photos will be on the notice board).
- **CQC Maternity survey:** Completed in Feb 2018 and released for comment in December 2018. Key areas that were reported including: improving breastfeeding support, continuity of carer, perinatal mental health support, tongue-tie service. Work is already underway for many of these areas as part of the LMS work and MVP

## **Improving access to GP services: North locality**

In the North Locality we have been promoting the evening and weekend appointments as part of the improving access to GP services. This is an example of how the CCG has used patient feedback to inform the development of the service, and continued to monitor and tweak the service to meet patients' needs.

### **Background**

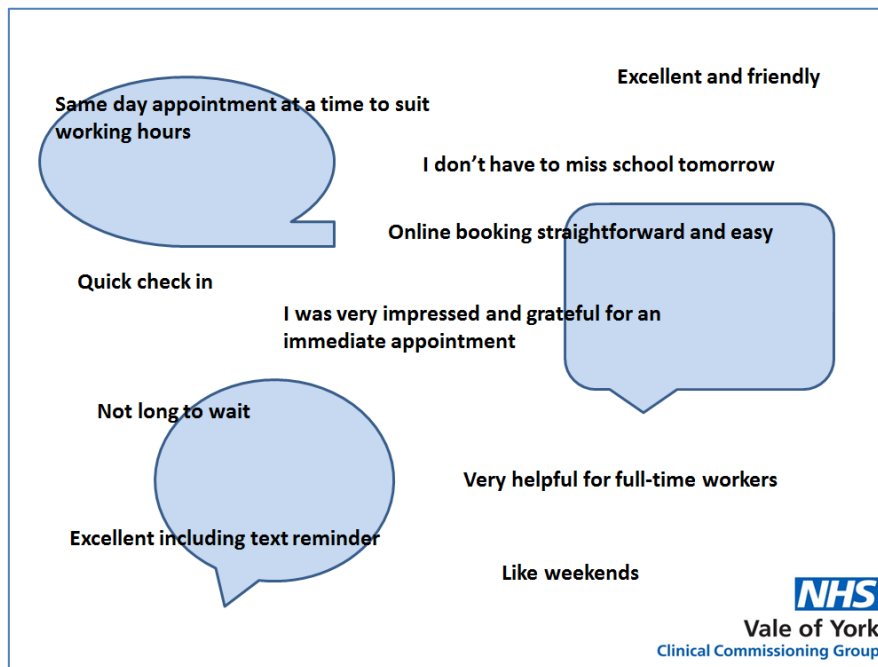
Patients told us:

- 83% of patient surveyed would see another GP apart from their own
- 86% happy to be triaged by telephone initially
- 84% happy to travel up to 30 minutes
- 12% said they wouldn't want a weekend appointment

In partnership with GP practices in the north the CCG developed a new service that started on 1 October 2018 working out of hubs in Easingwold and Pickering. The service sees all local patients and has a PushDoctor for online consultations

## Patient satisfaction:

- 24 responses received in month of February
- 96% of responses are 'Likely' or more to recommend the service to Friends and Family.
- Majority of responses completed were seen by a GP at 67% with Nurse or HCA appointments increasing to 33% compared with 28% in January.
- 88% of responses found it 'Very Easy' or 'Somewhat Easy' to make an appointment, with the remainder finding it 'Neither Easy or Difficult'.
- 96% of responses rate the overall service as 'Excellent' or 'Very Good' continuing the high level of service standards from previous months.
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## Commissioning Intentions for 2019-20.

The intentions reflect the views of local people and key community stakeholders who we have been in conversations with over the last year.

During the summer of 2018 we spoke to hundreds of our population within the

The community has been consistent in what they have told us and the most recent feedback echoes themes from previous years.

We want to live a healthier life and look after ourselves and need the help to do that

We want it to be easier to get an appointment with a GP

We want improved mental health services

We want services to recognise that different neighbourhoods and communities have different needs and concerns



Vale of York about what they would like to help keep them healthy and well.

### How we involved our patients and public

- Attendance at over 100 meetings and events
- NHS 70 celebrations – with key partners and public
- Work with major employers around health and wellbeing
- Close links with Healthwatch
- Markets, colleges, libraries, care homes, forums, train stations, carers groups....

### Our priorities for 2019-20 reflect what our population has told us

- Strengthening GP services
- Community services – more seamless working between health and social care
- Mental health and wellbeing, especially 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

## Events and meetings – with our patients public and stakeholders

### Engagement events

Date	Time	Meeting
21 February 2019	10am-1.30pm	Healthwatch North Yorkshire and York – managers meet up and engagement discussion
4 March 2019	9.30am-12.30pm	East Riding Carers Advisory Group
6 March 2019	12pm-2pm	Patent Experience Toolkit Network
21 March 2019	2-4pm	Pickering Patient Participation Group
26 April 2019	9am-5pm	Co-creation workshop
27 March 2019	7-9pm	Easingwold Annual Parish Assembly, The Galtres Centre
2 April 2019	11am-2pm	Diabetes awareness: Portakabin Ltd (Huntington)
3 April 2019	11am-2pm	Diabetes awareness Nestle (Haxby)

		Road)
4 April 2019	10am-2pm	Diabetes awareness Tesco (Askham Bar)
4 April 2019	4.15pm-6.15pm	Tollerton Patient Participation Group
8 April 2019	9am-5pm	Mental Health Partnership event hosted by York St John University

## Training and support

### Co-creation workshop

We attended a co-creation workshop in Manchester on 26 March 2018 led by Dr Gemma Pearce from Coventry University, in partnership with NHS England.

The workshop looked at a number of tools to help facilitation to develop projects using different co-creation methods through the following phases.

- Co-define – identification of needs, resources using collaboration
- Co-design – collaborative problem solving and finding solutions
- Co-refine – testing and iterative development

These will be adopted at future engagement events.



### Patient experience toolkit

We are now trained as a facilitator in partnership with the Improvement Academy and Quality Lead, Sarah Fiori. The toolkit is a simple six step guide to help teams make the best use of feedback. It has been shared with the MVP and will be taken to groups such as PPGs and Healthwatch to help facilitate collection of, and project to act on patient feedback.



