

Engagement update - 2019

Victoria Binks

Head of Engagement

NHS Vale of York Clinical Commissioning Group



Rated 'good' for patient engagement

- Recognised as involving patients and the public in their work with an awarded 'Good' rating from NHS England.
- Five assessment criteria including:
 - equalities and health inequalities
 - feedback and evaluation
 - day-to-day practice
 - annual reporting
 - governance
- Sharing best practice



Maternity voices partnership

Listening to the view of our maternity service users



https://www.youtube.com/watch?v=9hIZ_dco7Is

LGBT+ awareness



- Rainbow Badges is an initiative that gives staff a way to show that we are open, non-judgemental and inclusive towards our colleagues, partners and our population who may identify as LGBT+
- Awareness training run by MESMAC
- Transgender pathway review and training at our GP training events



Connect with us

healthwatch
York

In partnership with

YORK LGBT
Don't like your heart? FORUM.ORG.UK

**Lesbian, Gay, Bisexual
and Trans+ (LGBT+)
experiences of Health and
Social Care services in
York**

September 2018

A report based on local peoples' experience

New end of life care strategy

Each person is seen as an individual

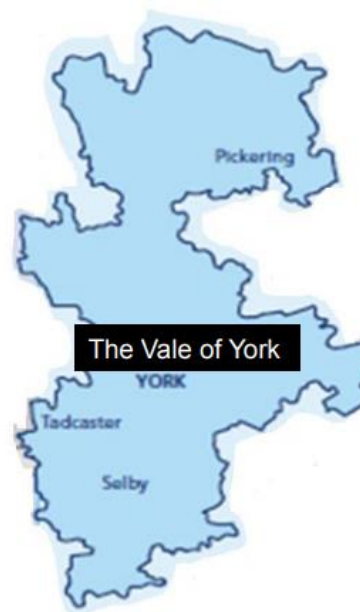
Each person has fair access to care

Maximising comfort and wellbeing

Care is coordinated

All staff are prepared to care

Each community is prepared to care



End of life care is the total care of a person with an advanced, progressive or incurable illness. End of life care can last a few days, months or years, continuing for how ever long it is needed. Our vision is for everyone who needs end of life care to have access to high quality, responsive services that meet their needs, at the time and place where they are needed.

This charter was created in collaboration with our patients, community and their families and local professionals to represent what is most important to you for end of life care. Thank you to all those involved.



Vale of York

End of Life Citizen Charter

Better outcomes for patients, their families, carers and staff

Working with our GPs and nurses



Created 1,150 professional learning and development opportunities for our primary care clinicians



Worked with our primary care providers to improve access to their services in the evenings and at weekends



NHS App fully connected to all GP practices in Vale of York

Vale of York patients take the lead on digital GP services

Falls prevention project...

Improving patient safety in care homes

Lee Stephenson, Deputy Care Home Manager at Birchlands said:

“The training and support provided by the CCG has been very helpful and provided our staff with new knowledge and an adapted approach to protecting people in our care. We are always looking for ways to improve and ‘React to Falls’ Prevention has ultimately contributed to making our premises as safe as possible for residents.”

Early success of the project is providing outcomes such as raised awareness, a proactive approach to care and reducing risk of falls.



Award nominations



HSJ and Nursing Times award nominations for our react to red work to help reduce the instances of pressure ulcers within care homes and domiciliary care providers.



NAPC – Primary Care Network of the Year Runner Up



The National Association of Primary Care (NAPC) launched their annual awards with a new category – Primary Care Network of the year.



**Pipped at the post
the team came
runner up!**

What you told us is important about how we involve our population

Feedback – include 'you said, we didn't' as well as 'you said, we did'

Trust, integrity and transparency.
Accessibility and inclusion.

Continually check in and engage through the process. Give timescales.



Work collaboratively with other organisations so stakeholders only have to engage once.

Start with people first, and engage from the beginning.

Allow enough time for people to feedback.

[View our video what people said...](#)

Our engagement principles

During 2018-19 we went out into our local communities and ask what was important to them about how we involve our population in improving health and wellbeing across the patch. These principles will underpin any of the communications and engagement work that we carry out within our communities.

Principle	Description
Coproduce with our population	Ensure engagement is core to our planning, prioritisation and commissioning activities. Involve people who use health and care services, carers and communities in equal partnership. Engage with our communities at the earliest stages of service design, development and evaluation.
Listen	Seek and listen to views of our partners, patients cares and other local citizens.
Honest and transparency	Hold honest, open and collaborative conversations from the start, so that people know what to expect.
Collaboration	Develop and strengthen relationships within the local community and across organisations.
Inclusivity and accessibility	Ensure accessible language and format, which is diverse and easy to understand for all communities. Ensure that those who may not always have the chance to have their say, such as seldom heard communities are represented.
Feedback and inform	Ensure that those who have given their contribution understand what difference it has made, and the feedback is provided in a timely manner.

How you can keep up to date with our work

- Newsletters
- Through networks
- Follow us on Twitter or Instagram: [@valeofyorkccg](https://www.instagram.com/valeofyorkccg)
- Stands and stalls
- New website coming soon!
- Voyccg.engagement@nhs.net

