

Engagement update - October 2019

CCG Improvement and Assessment Framework (IAF), Patient and Community Engagement Indicator

NHS Vale of York Clinical Commissioning Group (CCG) has recognised as involving patients and the public in their work with an awarded 'Good' rating from NHS England.

The rating is prepared for annually as part of the national CCG Improvement and Assessment Framework (IAF), using the Patient and Community Engagement Indicator to assess how well a CCG has involved the public and demonstrated a commitment to supporting continuous improvement in public participation.

The 2018-19 rating has been awarded after scores were collated from five assessment criteria including equalities and health inequalities, feedback and evaluation, day-to-day practice, annual reporting and governance.

Some of the work has contributed to the 'Good' rating includes our work:

- Engaging and involving rural communities
- To address health inequalities
- Building partnerships with local authorities, the voluntary sector, MPs and health trusts to improve health and wellbeing
- Engaging patients, service users and providers to coproduce clearer information and develop services
- Creating regular opportunities for patients and service users to talk at CCG meetings which about their experiences of health and care services

How we have shared the news:

We have shared the good news through the York Press, via our stakeholder newsletter, on our website, through meetings and forums and our Accountable Officer was interviewed for That's York TV.



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

Over the last couple of months we have continued to involve patients and the public in our work. Below is a list of recent engagement events and how this has had an impact on improving services, or shaping our commissioning plans.

Date	Meeting/event	The impact of this engagement
16 July	<p>Ricall Carers: Family and carer engagement event about the Stop and Watch Tool</p> <p>The Ricall event gathered carers from the care agency, patients/clients, other carers, the Ricall Manager and CCG colleagues to ask for people's views on the Stop and Watch tool. The stop and watch tool has been rolled out with Ricall Carers as an easy prompt tool to help recognise deterioration of clients they may visit. Not recognising that someone is becoming unwell can lead to delay in getting help.</p>	<p>Attendees were able to share their thoughts and feedback about the tool, and meet staff who care for their relatives. Attendees felt assured that the care agency is looking after the health of clients and noticing if they are becoming unwell.</p> <p>Some of the feedback included: 'Older people can be quite proud, so it's important to look for the subtle changes', 'So pleased that this is coming into place – it's simple and common sense', 'Lots of potential – keep running it', 'Really great that staff can track a person's condition'</p>
25 July	<p>Age UK training session on CHC</p> <p>The CCG engagement, patient experience and continuing healthcare team met with volunteers from Age UK York to deliver a training session on continuing healthcare (CHC). At this very informal session we discussed the CHC process and checklist, complexities of care and finding packages of care for service users. We also had a good discussion about signposting and the information provided to patients.</p>	<p>Age UK volunteers now feel more informed about the CHC process and can advise clients for where to find more information.</p> <p>We have agreed to look at working in partnership and using our links with Age UK to review documentation to ensure that it is formatted in format and language that is plain English.</p>

<p>15 August</p>	<p>HCV engagement event – York and Scarborough Over 90 people (patients, public and partners) joined our Accountable Officer and colleagues from across the York and North Yorkshire system to be part of an important conversation about the setting the future direction of local health and care and the ambitions of the NHS Long Term Plan.</p>	<p>All of the conversations have been captured and the feedback from this event has fed directly into the local Humber, Coast and Vale Partnership Long-term Plan.</p>
<p>2 and 4 September</p>	<p>Carers advisory group The Head of Engagement attended the carers groups in East Riding and York to give an update on the changes to the way in which people can order repeat prescriptions. She explained how each pharmacy had been hand delivered leaflets to attach to all repeat prescriptions. In addition pharmacists and GPs have been given information on how to identify at risk/vulnerable patients who may need to remain on the same pathway for repeat ordering medication.</p>	<p>The group was pleased to have been involved in conversations about the changes to repeat prescriptions; in particular in relation to the reinvestment of money wasted on excess prescriptions. Some carers expressed concern about the changes affecting people unnecessarily, and individual feedback was provided.</p> <p>One lady said they had been impressed by MyHealth’s approach to repeat ordering. They had highlighted information on her prescription, and reviewed her medication.</p> <p>The Carers Centre and East Riding CAG have disseminated the information to carers and colleagues across the patch, and will pass on any feedback to the CCG.</p>
<p>18 September</p>	<p>Maternity Voices Partnership – Service User Launch Emily Pickard, Chair of the York & District Maternity Voices Partnership (MVP) led the third of the MVP, which hopes to help shape the future of maternity services. This session was held in family</p>	<p>Feedback from the session was immensely positive about the location, and way in which the event was made child friendly and informal.</p> <p>Comments and conversations have been collated, alongside a survey which was sent out to the general public. The responses will be used inform an action</p>

	friendly location, and Emily encouraged service users to come along with their children. The group is open to members of the public and aims to improve services for women and their families during pregnancy, birth and postnatal care. Anyone who has recently used maternity services in the last two years can contribute and be involved, whether that is in person or virtually.	plan to focus on key themes to improve maternity service.
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A&E Survey

The Emergency Department (ED) and Urgent Treatment Centre (UTC) at York Hospital has, over last six months, been under increasing pressure and waiting times have increased. As part of a review into the department and to understand why patients present at ED a survey was conducted.

The aim of the survey was to:

- To understand why patients have chosen to attend the Emergency Department, and if they have accessed other healthcare options such as a GP or pharmacist before their visit.
- To understand the public's aware awareness of the NHS111 service.
- **Duration of survey:** 7.30am-7.30pm
- **Date:** Tuesday 6 August 2019
- **Location:** In ED department
- **Conducting the survey:** DBS checked staff from the CCG and Healthwatch volunteers (12 people in total)

Key headlines:

- **103** people answered the survey, all face-to-face
- **23** people (22%) were from out of area - either visiting York on holiday or from a GP outside of NHS Vale of York CCG area (E.g. some were from Leeds or Malton area and others as far as China, Portsmouth and Wales).

- **75%** of people said they had accessed another health care option before presenting at ED. Some had tried to access more than one option.
 - **21** patients said they had been referred by 111
 - **17** had been to a GP appointment in the day/s before and been referred to ED
 - **12** tried to make a GP appointment but there were none available
 - **7** sought advice from a pharmacy before coming to ED
 - **7** people had contacted their GP practice and were referred to ED without an appointment
 - **5** tried to treat themselves
 - **5** had used an online symptom checker
 - **2** people had been referred from another NHS site
 - **1** person saw a physio and 1 person accessed an optician
- **Reasons for attendance included:** referrals from 111 and GPs, brought in by ambulance (via 111), fall, minor injuries/breaks, chest pain, general pain, injuries to children, on holiday and not near own GP, unable to get GP appointment, injury at work, eye injury, and symptoms have worsened since seeing a HCP, patients who tried to attend ED on Monday but it was too busy and had a 9 hour wait.
- **12** people we surveyed had brought their child (all under 16).
- Busiest times **9am-3pm**. It peaked around 9-10am, and 12pm. There was a low number of attenders between 4-6pm. It picked up again at 7pm.
- Majority of patients were of working age.

Next steps:

The survey will be conducted on a regular basis every six months.

The results of the survey were presented at the Health and Care Resilience Board on 19 September and a number of recommendations have been made.

Meetings with Healthwatch

9 July 2019: Healthwatch North Yorkshire

It was great to catch-up with Healthwatch North Yorkshire and share feedback from our population about their experience of health and social care. We have made a commitment to work even closer together to strengthen our relationship and work on joint projects looking at rural population and vulnerable communities.

11 September: Healthwatch York

We met with Healthwatch manager and research officer to listen to feedback from our community around repeat prescriptions and GP appointments.

Healthwatch raised concerns (on behalf of feedback they have received from the local population) around patients who are not able to travel to other sites (if the practice has multiple locations) for GP appointments.

The CCG agreed to work with practices to explore how receptionists assess patients who call and may have mobility issues, and are offered patients at other locations. This may include flagging assisted patients on the system and adding additional questions when patients ring for an appointment such as: 'Is transport an issue with you'.

Healthwatch also provided a number of examples of feedback from patients about how patients have been inconvenienced by the change in repeat prescriptions. The patient experience and meds management team discussed the cases and provided responses. A discussion was held around how vulnerable/patients at risk and assisted patients and how they can still receive medication in the same way if that is easiest for them.

Effective engagement with Patient Participation Groups (PPGs)

With a move to Primary Care Networks (PCNs), and an increased focus on population health, there is an opportunity to engage local population in the development of services and improving patient experience. Local PPG and lay representatives have approached the CCG to ask for more support in creating effective PPG/lay engagement to help support PCNs.

Following some research into CCG work with PPGs other areas of the country, NHS Vale of York CCG Communications and Engagement team proposes the development of a PPG network, coproduced with PPG reps and other healthcare providers from across the patch. Initially this would take the form of an event hosted twice a year within each locality – North, York and South, aimed at PPGs.

Key campaigns on That's York TV

We have had a number of our campaigns on That's York TV. Please find links below.

- AGM (Nigel): **216** views <https://youtu.be/1kotxapkOr4>
- World Patient Safety Day (Nigel): **201** views <https://youtu.be/Yyp4clM0mo8>

- Over the Counter Campaign (Andrew) : **400** views <https://youtu.be/xMuS7grEfpw>
- Good rating for engagement (Phil): **322** views <https://youtu.be/CnLzYSTI4tY>