

Engagement report for the Quality and Patient Experience Committee

October 2020

Engaging with our public

During September we held a number of patient and public forums via online platforms.

- **NHS Vale of York CCG AGM** – 17 September. This was the first YouTube live stream meeting from the CCG. Viewers could listen to an update from each of the exec members and their reflections of the 2019-20 year. The session can be viewed here: <https://www.youtube.com/watch?v=bYtcxCJgo-E>
- **Wheelchair service user forum** – 22 September: The group had attendees from the provider (NRS Healthcare), the CCG and wheelchair users. The discussion focused around eligibility criteria, annual reviews, services during covid, patient survey, personalised budget case studies and a contract update. This forum acts as part of the feedback mechanism, hearing the voices of service users and sharing with the providers to encourage improvements. This gives NRS and the CCG the opportunity to get direct feedback and be held to account.
- **Urgent care communications and engagement forum** – 23 September. The review of urgent care is aimed at improving the way that patients are able to access care for an urgent medical need. However we need to make sure that this sits well with our communities. The meeting focused on the engagement carried out so far as part of the project and we asked the group to feedback their thoughts on the process and ensuring that we have the views of a representative proportion of our population. We used an interactive whiteboard to facilitate a really in depth discussion about urgent care. There were patient reps from PPGs, Healthwatch, local community voluntary sector and carers.

Special Educational Needs and Disability engagement

On 17 September and 5 October, in partnership with CYC, we facilitated two more training sessions with social workers to explore the understanding and perception of co-production and to understand how it could be embedded in everyday practice.

Urgent care engagement review 2020

The engagement continues as part of the urgent care reviews.

In September 2020 the CCG set up and held an engagement and communications forum with patient and voluntary sector representatives from across the patch. The forum provided the opportunity for attendees to review the CCG's engagement process and work together to reach out to seldom heard communities. A really valuable discussion ensued, focusing on making pathways clear and simple to access, communications and involving communities. It will continue to act as a critical friend to the engagement process.

As part of the formal process the CCG has meetings with the Health Scrutiny Committees on 2 October (City of York Council), 6 October (East Riding) and 21 October (North Yorkshire County Council)

Our finalised the engagement report can be found here.

<https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=4297>

More information on the engagement can be found here:

<https://www.valeofyorkccg.nhs.uk/get-involved1/engagement-surveys-and-consultations/current-surveys-and-consultations/>

Raising awareness of the flu jab with carers

On 23 September the Deputy Chief Nurse and Communications and Engagement Team presented at the York Carers' Action Group to raise awareness of the flu jab and that carers are entitled to a free vaccination. This is part of a bigger comms piece encouraging people to take up the flu vaccination this year.

Supporting Primary Care: GP practices are open

The team is now successfully rolling out phase 2 of 'our GP practices are open' campaign with a range of press releases, media interviews, dedicate webspace and a roll out of key social media messaging. The campaign will next start to focus on key health issues such as smear tests, cancer and diabetes as well as reminding patients and the public to get help if something isn't right.

This will lead into our winter messaging which will be a joint project with NYCCG.

Other communication campaigns:

Working closely with our PCNs we are launching 'What is a PCN' this a an internal campaign aimed at bringing together those working within PCNs to share values and

priorities whilst creating a feeling of belonging to those in individual practices and surgeries.