

Engagement report for the Quality and Patient Experience Committee

February 2020

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

We submitted our evidence for the CCG IAF Patient and Community Engagement Indicator on 11 February 2020. This indicator assesses how well a CCG has involved the public and demonstrated a commitment to supporting continuous improvement in public participation.

In our submission we have illustrated how we have made improvements in the way that we assess engagement in relation to the Equality Delivery System (EDS2). We have been using the EDS2 to help us to review and improve our equality and engagement performance for people with characteristics protected by the Equality Act 2010. Examples include:

- Our work hearing the voice of the young person – students, children with a disability and mental health condition.
- Review of maternity service user engagement through the Maternity Voices Partnership (MVP).
- Training and awareness around understanding the barriers to healthcare for r LGBT+ people.
- The launch of the joint City of York Learning Disability strategy.
- Partnership working to create ageing friendly communities.
- Improving experience for wheelchair service users.

[More information about EDS2 and engagement can be found on our website.](#)

We have also shown how we responded to feedback and created a public facing version and an EasyRead version of the Engagement Annual Report 2018-19. These [engagement reports can be found on our website.](#)

Involving our communities:

In this section there is information to illustrate how we are developing, monitoring and improving services in partnership with our community. This includes the difference public involvement activity has made.

Date	The impact of engagement
29 January	<p>Engaging with young people with a disability: In January 2020, in partnership with the City of York Council, our leads for children and young people, and engagement spoke to a group of children aged between 15-16 years old about what health means to them. As part of the 'access for all' session we took along some nurses from the hospital and talked about what it is like to access healthcare from the point of view of a young person with a disability.</p> <p>Some of the feedback was as follows: 'we want quiet places', 'we get bored easily – it's good if there is internet', 'better food', 'staff are friendly - I like that', 'can people speak more slowly when they introduce themselves', 'sometimes I don't understand what they are saying', 'sometimes they talk to my mum instead of me'.</p> <p>As a result we will be working with health services to respond to this feedback and make improvements. This could include a hospital site walk around with young people, so they can show us what works well and what could be better.</p>
29 January 2020	<p>Access to services for deaf and hard of hearing people: In partnership with the local authority, Healthwatch and voluntary sector advocacy groups we reviewed feedback around the barriers to accessing services for deaf and hard of hearing people. The group will be hosting an event in April 2020 to look at collaborative solutions with services users.</p>
23 January	<p>Protected Learning Time: This session focused on understanding more about patients' needs and how community-based resources might help to improve their care outcomes. Over 275 delegates and 30 community facilitators attended. They were able to network and raise awareness of the wealth of resources from across health and wellbeing available to patients. The feedback has been overwhelmingly positive and has helped to connect primary care with resources available in the community to provide non-medical interventions.</p>
21 January	<p>Healthwatch Assembly: Giving feedback and letting people know how their views have made a difference is really important. We learnt how our main provide York Teaching Hospital Trust is improving its services for patients with a disability.</p>
11 December	<p>Student health campaign: We went into York College as part of their winter health and wellbeing day (December 2019) to talk to students about what would make a health campaign attractive. Many students said they would notice adverts and advice through social media. We will be using this feedback to deliver some targeted campaigns.</p>

