

Engagement report for Quality and Patient Engagement Committee December 2020

NHSE awards CCG 'Green star' rating for public engagement

We are pleased to announce that NHS Vale of York CCG has been nationally recognised as involving patients and the public in their work with an awarded the highest accolade of 'Green Star' 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. A robust, and improvement focused, process of national assessment was carried out for 2019/20 to reach final RAGG* rating scores for individual CCGs.

The 2019-20 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.

Listening to our community – Healthwatch North Yorkshire's Covid-19 briefing

The latest Healthwatch North Yorkshire report captures the experiences and stories of people from across the county from July- November 2020. The report from the new CEO, Ashley Green, reflects the ever changing circumstances and services of our health and social care system, its response to the pandemic and the impact upon our population. The key findings are as follows:

- Positive stories of how people, for example, have become more familiar and confident with online health consultations as a means of communicating with their GP or nurse, as well as healthcare professionals themselves becoming better at delivering and providing these services.
- Local community support organisations across the county have adapted their services to meet the changing needs of the public whether that is around transport, digital support, or community engagement. The work of volunteers from a variety of organisations has made an incredible impact during the pandemic.
- People were reassured by those responsible for commissioning health services that they would be able to continue getting the help they need as the winter season approaches.
- Still much more to be done to ensure that all people have the right means of access to health care support and information tailored to their needs, whether that is digital or face-to-face.

- With face-to-face contact being reduced, many appointments were cancelled or rescheduled at the start of the pandemic. Delays continue and some people still have to wait for a significant period of time before getting an appointment.
- Care has been disrupted, resulting in patients not receiving their treatment. This has obviously impacted on people's health and wellbeing.

Urgent care transformation: Overview and scrutiny committees

As part of the formal engagement for the Urgent Care Transformation Project the CCG had meetings with the Health Scrutiny Committees on 2 October (City of York Council), 6 October (East Riding Council) and 21 October (North Yorkshire County Council). All committees were supportive of the diversity of engagement work carried out as part of the project and the efforts to seek views of a cross section of the population. They all requested to be kept informed of developments and attend future sessions.

Communications media coverage:

- **Help us to help you:** Call to our population to not to put off accessing health services – despite a recent surge in COVID-19 (coronavirus) hospital admissions in parts of the region.
- **Think pharmacy:** Encouraging residents to prepare now for common ailments this winter
- **Flu vaccinations** in North Yorkshire and York to be available to 50 – 64 year olds from December
- **Dementia** leads the learning in 'Protected Learning Time' event for Primary Care