

Engagement report for QPEC – April 2021

Humber Coast and Vale ICS – Community engagement framework

We have been co-designing and chairing a series of interactive workshops to help us to define citizen engagement and patient participation across the patch and inform the coming NHS changes and the formation of the Integrated Care System (ICS).

- The first session (9 March) focused on creating a shared vision and begins to look at how we might work together in an uncertain future. Over 40 professionals from across local authority, acute and community, mental health, CCG, ICS, voluntary sector and Healthwatch attended.
- The second session (22 April) looks at processes and more practical aspects of joint working,
- The third workshop (11 May) draws attention to relationships and shared best practice, and lead to a joint piece of work looking at what really matters to people.

ADHD and autism

As part of the work that the CCGs have been doing with various providers there is now a clear commissioning intention for a new service model that would better meet the needs of service users. This work is to be developed into a clear service specification for the procurement of a lead provider to deliver an adult autism and ADHD assessment and diagnosis service on behalf of the Vale of York and North Yorkshire CCGs from 1 April 2022.

We are undertaking a number of engagement sessions in April and May 2021 to co-produce pathway design, service specification design and post diagnostic support. Dates are set for 27, 28 April and 5 May. In addition a survey will be sent out to those who are using the service and to clinicians referring in.

SEND – co-production (joint partnership) workshop sessions

In partnership with CYC, we have been continuing to progress the co-production work stream and work with young people and families to ensure that that they are involved in their Education and Health Care plans.

We have produced a ‘how well did we do?’ survey, co-designed the outcome framework and audit tool, and set up a co-production online forum to help people share best practice and find support. On 17 March we held the first of our ‘Model of Joint Partnership’ recap training session (the first of three workshops). We looked at the model, asked how people how they are embedding it into work and showcased some positive patient stories and practical examples of coproduction. Ruth from York

Inspirational Kids attended to talk about the positive difference that has been felt from the perspective parents and young people.

Seldom heard communities

The vaccine roll out is well underway. However, while uptake rates are currently high in general; it has become apparent that they are lower amongst certain communities. Colleagues across the CCG have established a health inequalities group and are working in partnership with the local authorities, business intelligence, Healthwatch, community groups and leaders to understand vaccine hesitancy, where there are lower levels of uptake and how we can remove barriers and relieve concerns.

The group has been working with Refugee Action York and leaders of the local mosque to understand concerns, as well as migrant forums, links with the traveller community, rough sleepers and disability groups. An example of a targeted piece of work is supporting those to amend their booked vaccine appointment if it takes place during Ramadan.

We have also been working with community groups and GP practices to increase awareness around registrations of migrant and asylum communities, and promote the fact that people do not need to have proof of address or settlement status to join a GP practice.

Information on GP websites

In March Healthwatch North Yorkshire produced a report about accessible information on GP websites, and made a number of recommendations. As a result , we have started to undertake our own audit to look the clarity of information that is available on the websites such as: Is it easy to book an appointment? is there clear information on the types of appointment available? Is there updated information about covid-19 and the vaccination process? Is there information about interpretation services etc. We will use this feedback to find where there are gaps and create an expected 'website standard' across the Vale of York.

Parkinson's nurse engagement

In January the CCG carried out a piece of engagement work to find out patients experience of the Parkinson Nurse Specialist (PNS), and the care that she provides for people, their families and carers, covering South Hambleton and Ryedale (SHaR), Tadcaster and Rural Selby, and Selby Town areas. Out of 101 patients approached – we received 48 paper survey replies and spoke to 18 individuals.

The feedback received indicated that for many people the PNS is a very important source of professional support. She gives advice on lifestyle, medication, local support groups and general day-to-day support. Many find the PNS friendly,

approachable and easy to access. By providing care in local settings, whether at home, care homes or in nurse-led clinics, the PNS keeps care closer to home and provides support for patients and carers – which is vital for those living in rural communities.

There were also areas for improvement identified around communication and appointments, some of which have been acted upon. The PNS sent out another letter to all patients to let them know she was available and could be contacted at any time and she set up meetings with those who requested one.

We have since sent letters to all those involved in giving feedback to inform them that the funding for the permanent post has been secured and to thank them for their input.

The evaluation summary is available here:

<https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=4973>

Events:

- **Wheelchair service user forum:** The latest forum took place on 23 February 2021 and 22 people attended. We will be feeding back to the North Yorkshire Disability Forum on 19 March.
- **Easingwold community health provision:** On 23 February 2021, we held the communications and engagement sub-committee and presented the case for change.
- **Mental Health co-production workshop:** 25 February 2021
- **Selby Health Matters – Community voices:** 17 March 2021
- **North Yorkshire Overview and Scrutiny Committee:** 12 March 2021 to provide an update about the urgent care transformation work
- **North Yorkshire Disability Forum:** 19 March 2021

Communications:

The team now reports regularly on its communications and engagement activity. In February and March the team has been supporting PCNs with comms on key messages around vaccination roll out. There has been a variety of coverage on TV (Calendar) online, radio and in print.

- <https://www.valeofyorkccg.nhs.uk/shining-a-light-on-local-communities-helping-to-roll-out-the-vaccine1/>
- <https://www.valeofyorkccg.nhs.uk/patients-start-receiving-second-dose-of-covid-19-vaccine-at-selby-vaccination-centre/>
- <https://www.valeofyorkccg.nhs.uk/vaccine-confidence-diverse-communities/>

- <https://www.valeofyorkccg.nhs.uk/york-gp-asks-people-to-be-patient-over-vaccines-as-local-surgeries-receive-high-volumes-of-calls/>