

Engagement update for July 2021 QPEC

Adult Autism and ADHD

The development of a new service model for the Adult Autism and ADHD diagnostic pathway that would better meet the needs of service users is underway. In partnership with NYCCG we held three focus groups (27, 28 April and 5 May) with service users, carers their families. In addition, we held phone conversations with patients who could not access online focus groups, and sent out patient and clinical survey to those who were having an assessment and to clinicians referring in. This feedback has helped to develop the service specification for procurement.

Feedback suggests that the care that people are receiving once they have an adult ADHD or autism assessment is of good quality and that the service users are kept informed and updated as part of the process. However, there are several areas identified as in need of improvement:

- Support while waiting for an assessment
- Support post diagnosis and helping people to live independently
- Waiting times for assessment
- Peer support and using people with lived experience
- Training and awareness within primary care and social care
- Communication and joined up working
- Need for services and organisations to think about adapting their environment for people with ADHD and Autism.
- Supporting rural communities

Recommendations from clinical colleagues also reflect the comments from service users.

- Clinical advice and guidance support: Healthcare professionals identified that they would like access to clinical advice and guidance for the condition
- Autism awareness training to be available to all (GPs, healthcare professionals and front line staff).
- Simplification of the referral process. Professionals found the process quite lengthy and would like it to be more streamlined.
- Patients to be supported whilst waiting for assessment
- Management of patient expectations with reference to waiting times and process

York Alliance

A paper has been written collaboratively by engagement leads at York CVS, NHS Vale of York CCG and City of York Council, to begin a conversation about engagement and citizen voice in the work of the Alliance within York. The focus is on

coproduction and collaboration, and initial engagement will look at key health priorities within the city.

Learning Disability Red Flag event

During the week commencing 13 September there will be six events across York and North Yorkshire to raise awareness for people with learning disabilities (and their families and carers) around the signs of symptoms of cancer. They have been co-produced with and will be run by people with learning disabilities. On Friday 17 September there will be a morning session in York and an afternoon session in Selby. We are working with agencies, advocates and LD coordinators to increase attendance.

Posterngate proposed branch closure

The CCG has advised the surgery on the necessary steps for consultation around the proposed branch closure at Hemingborough. This includes a 12-week consultation with all registered patients and key stakeholders, with a view to presenting the findings at the September PCCC. In particular the practice has been asked to focus on gathering feedback from vulnerable patients who are most likely to be impacted by a proposed branch closure.

Urgent care

Work is underway to coproduce a new vision for urgent care within Selby. Three workshops have taken place in July/July with providers, clinicians and patient representatives. We will need to do some engagement following the workshops, to check in with the population and ensure that the vision and pathway meets the needs of the community.

Wheelchair forum for children and young people

We held our first wheelchair forum for young people and children on 15 June. Wheelchair users were able to feedback directly to NRS with some feedback on how to improve services. Young people told us that repairs take too long and it would be good if schools could have some training to identify when wheelchairs may be in need of some attention. NRS is going to arrange some training sessions with schools.

SEND

Co-production 'joint partnership' model for York has been defined and shared. The group is evaluating if the improved communication and coproduction is being felt amongst young people, children and their families through YIK and a survey.

The CCG and CYC are running quarterly 'check-in' clinics (March, July and September) where people can come along and ask for help/share experiences of coproduction. This month will also see the launch of the newsletter, to update families on the work that is taking place.

Selby Population Health Management

A collaborative population health approach is taking place in Selby to look at supporting people with their health and wellbeing. Four focus groups took place in June with the cohort of the population 50-64 with hypertension. Their feedback is helping to form local solutions to supporting the Selby population.



Protected Learning Time

The next protected learning time takes place on Tuesday 6 July. We are delighted to welcome Myron Rogers into the spotlight to run the keynote session. Myron E. Rogers is an author, speaker and consultant with a practice in large-scale organisation change and leadership development. There will also be a number of workshops with a focus on cancer, nursing, over the counter medicines, resilient practice, sustainable health care and the GP provider organisation. The October session will focus on health inequalities.