

Report of South Reading CCG Governing Body – 6 September 2017

Title	Patient and Public Engagement Activity Update
Sponsoring Director	Wendy Bower, PPI Lay Member
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Purpose	This report provides an update on engagement activities by the CCG.
Previously considered by (CCG or ACS Boards or Committees)	N/A
Risk and Assurance	Provides assurance to the Governing Body that engagement activities are being carried out in South Reading
Financial and resource implications	N/A
Legal implications/regulatory requirements	There are no legal implications arising from this paper.
Consultation, public engagement & partnership working implications/impact	Fulfils public engagement requirements
Public Sector Equality Duty	N/A

Executive Summary

This report provides a report on the patient and public engagement activities carried out by Wendy Bower, Lay member and those in South Reading CCG and the Communications and Engagement team.

Key points are to note:

- Progress of the South Reading Cancer Project
- Progress of the South Reading TB project
- Progress of the Homeless project

Recommendation

That the Governing Body receives and discusses this report.

PPE Report for South Reading CCG September 2017 Governing Body Meeting in Public

This paper summarises the communication and engagement activities and progress during the first quarter of 2017 and also updates the Governing Body on recent patient engagement activities that have taken place since the last Public Governing Body meeting in March.

Key highlights for April-August 2017

1. Cancer

The CCG has below England average rates for bowel, breast and cervical cancer screening identified in the Joint Strategic Needs Assessment. Macmillan is supporting the CCG by funding a community development educator to reach into local communities to understand the barriers to accessing screening opportunities and increase awareness of the signs and symptoms of cancer.

Macmillan Cancer Education Project is being delivered in South Reading by the charity Rushmoor Healthy Living. The project duration is for two years from March 2017 to February 2019. The project began in March 2017 and the following contacts have been engaged with in the first quarter:

- Gurkha Welfare Trust/Advice service
- Nepalese community
- Public Health England - Dr Ofra Koffman
- Cancer Research UK- Bridget England
- Public health, Hampshire
- Royal Berkshire Hospital- Mary McGuirk (bowel screening nurse)
- Reading Deaf Centre – Beth Pool
- Reading Borough Council- Nina Crispin, information and communication officer
- ACRE
- Community Learning Centre (Pakistani community)
- Domestic violence - (Indian community)
- South Reading Patience Voice Group
- Quit for Life - Berkshire

Events the project has attended or community events:

- Rushmoor Macmillan Cancer Support Group meeting - Making volunteers more confident to help Reading community
- Participated in Wellbeing forum by RVA- Info on mental health, reducing isolation, loneliness and reducing deaths Suicide (shared by Reading Borough Council) - 4th April
- Attended world Café for BAME (Black Asian, Ethnic Minority) organised by Thames Valley Police, - 24th May
- Delivered project talk to Patience voice- 31st May Attended Polish Festival – 4th June for Cultural awareness

Future planned activities:

- Attend Macmillan mobile service and help – 8th June
- Participate in Reading Festival—25th June
- ACRE- meeting, 15th June
- Talks organised –
 - Luncheon Club – on 4th July

- Reading Deaf Centre - 26th September
- Older People's Forum – 6th October

Representatives from the CCG have met with the Quality and Improvement Lead (Alexandra Widelska) for the Thames Valley Cancer Alliance and updated them on the progress to date of the CCG.

The group is unable to present data at this stage to show the impact of the project as the latest dated screening activity available is up to December 2016, before the start of this project. It is also expected that any impact will be slow to evidence given it requires a change in the behaviour of people.

2. Tuberculosis

The following activities have taken place in the last quarter to reduce rates of active TB:

- Latent TB community engagement events have been organised by the Reading Borough Council Wellbeing team during Southcote Fair and Women's World Café Day event to raise public awareness on latent TB and New entrant screening Services (NESS).
- The CCG has appointed a TB project manager to work for a year supporting the hospital and improving screening rates. The person, a nurse by background, will begin in September 2017. This post will work alongside the Slough TB project manager and share best practice. The post has been funded by NHS England. A Reading and Slough provider workshop is planned for September to explore best practice.
- Healthwatch has been commissioned to undertake an evaluation of the effectiveness of a two-year campaign to increase the uptake of those being treated for latent TB and the awareness amongst the local population of TB more generally.
- Establishment of a Berkshire TB Operational Group to report into the Berkshire TB Strategy Group.
- Royal Berkshire nurses presented the secondary care model for LTBI screening at the national TB nurse conference on 23/06/2017. Sharing the challenges faced, the achievements and excellent collaborative working between primary and secondary interface in Berkshire.
- Royal Berkshire nurses presented the local LTBI screening service at the GP Respiratory update as well as regular updates to HCP & voluntary groups.
- Key information on active and latent TB as well as a map of high risk countries has been made available on the Reading Services Guide and the JSNA profile to facilitate public access to TB information

3. Homeless

The Homeless project group has met to review the raw data findings of the Homeless Health Needs Audit. This took place in February 2017 over a number of locations, such as Launchpad, CIRDIC and Berkshire Women's Aid. 150 people were surveyed ranging from 18-24 (25 people) to over 65 (3 people). The details of the survey are being analysed and will be taken to the October Health and

Wellbeing Board with recommendations and suggestions for service improvements to partner organisations.

4. Engagement with South Reading Patient Voice

Dr Bu Thava met with South Reading Patient Voice in June 2017. The purpose of the meeting was to describe the benefits the Accountable Care System can bring to the patients of Berkshire West, in particular the opportunities to develop and transform the Outpatients system and process for people with multiple long term conditions. For example, wrapping multiple specialties and diagnostics around patients who currently attend hospital multiple times for individual conditions to better coordinate their care and release capacity within the system.

5. Future of the Communications and Engagement team

The Communications and Engagement function has been delivered by the Commissioning Support Unit for the duration of the formation of the Clinical Commissioning Groups. A decision has been taken to in-house this function into the CCGs to gain greater control and influence of the direction and delivery of this service which moves from 1 September 2017. This is particularly important given the development of the Accountable Care System.