

Report of Wokingham CCG Governing Body – 5 December 2017

Title	Public and Patient Engagement Update
Sponsoring Director	Dr Debbie Milligan, Governing Body GP
Author(s)	Andrew Price, CCG Manager
Purpose	To update the Governing Body on patient and public engagement.
Previously considered by	None
Risk and Assurance	Effective engagement helps underpin the commissioning of safe, high quality services for the local population.
Legal implications/regulatory requirements	The CCG has legal responsibilities under the 2012 Health and Social Care Act to involve the public in the planning, development and consideration of proposals for change and decisions affecting the operation of commissioning arrangement
Public Sector Equality Duty	The CCG needs to encourage people with certain protected characteristics to participate in public engagement where their participation may be disproportionately low.
Links to the NHS Constitution	Principle 4 of the Constitution states that the patient will be at the heart of everything the NHS does. This principle makes clear that the NHS will encourage and welcome feedback from Patients and the public.
Consultation, public engagement & partnership working implications/impact	In line with the Constitution, the CCG needs to work across organisational boundaries and in partnership with other organisations to promote engagement with patients, local communities and the wider population.

Recommendation

That the Governing Body:

- Receives the report and notes the updates provided

This report provides a summary of the CCG's public and patient activities across Wokingham since the last update to Governing Body in June 2017.

1. Patient Participation Group Forum

A meeting of the Wokingham Patient Participation Group Forum was held on 26th October 2017 at Wokingham Fire Station, and attended by Dr Debbie Milligan and Andrew Price from the CCG. Eight out of the 13 Wokingham CCG practices were represented at this meeting, with apologies from Burma Hills, Finchampstead, Parkside, Wilderness Road and Woodley Centre.

The CCG provided the meeting with updates on:

- a) Emergency Care contract implementation
- b) MDT team meetings
- c) High-intensity user project
- d) Wokingham GP Alliance
- e) Footfall
- f) Connected Care
- g) Patient Portal
- h) CCG merger

In response to feedback from individual PPGs, the CCG also updated the meeting on the utilisation of Shinfield Medical Centre and on the new ways of working for district nurses.

2. Medicines Review

Following Governing Body approval of the Medicines Review and in particular the cessation of the prescription of gluten free foods, the CCG Communications and Engagement Team have been sharing proposed letters and leaflets with Healthwatch and the Coeliacs Society, taking advice and guidance on content and process. It is anticipated that leaflets will be sent to all patients affected late November, followed by the Coeliacs Society informing their members of the changes shortly afterwards. The policy will then be implemented on 1st February 2018, two months after patients are fully informed.

3. Digital Communications Channels

CCG Websites – Hosting and maintenance of the four CCG websites has now been transferred to the Berks Web team hosted by Berkshire Healthcare Foundation Trust. We will now move to a new single CCGs website, and it is hoped to go live in January 2018.

CCG Twitter Channels – The CCGs are moving from having four twitter channels to one single Berkshire West CCGs channel. Discussions and strategy is underway to ensure all followers and

stakeholders move over to and are aware of the new channel once it is established, hopefully in December 2017.

4. Winter Pressures

The CCGs , Royal Berkshire Foundation Trust, and the Berkshire Healthcare Foundation have developed a joint communications and engagement strategy to promote key messages for Winter Pressures including flu vaccinations, NHS 111 and Winter Preparedness. We are also looking to work with other partners including local authorities and the voluntary sector.