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## Report of Wokingham CCG Governing Body – 5 September 2017

Title	Public and Patient Engagement Update
Sponsoring Director	Katie Summers, Director of Operations
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 27<sup>th</sup> July 2017 at Wokingham Fire Station, and attended by Dr Debbie Milligan, Katie Summers and Andrew Price from the CCG.

Dr James Kennedy briefed the meeting about the development of the Wokingham GP Alliance. Dr Kennedy described the development in the context of the pressures on the NHS, and the opportunities that new forms of organisation were providing. He also outlined the pilot schemes that the Alliance is working on. Dr Kennedy stressed that the patient voice was crucial in all of these developments and that it was important that those involved in service redesign really understood what patients want and what their issues may be. There were questions about how the Alliance was being funded, the legal structure of the Alliance, and the numbers of allied health professionals coming through that would take on some GP roles.

John Devine, Program Manager for Connected Care, provided an overview of the programme to link the various health and social care systems so that, with the patient's permission, an authorised clinician can access their data on any of these systems. Katie Summers put forward the idea of a patient portal as part of Connected Care, that would enable patients to access their own health care records. Although patients can in many cases access their GP records at their surgery, this portal would enable access to healthcare records held by other local providers. Katie Summers welcomed the input of Patient Participation Group members in developing a patient portal. In response to several questions about security, John Devine said that the system incorporated the highest possible levels of security, encryption and information governance.

The CCG also provided the meeting with updates on:

- (a) NHS Winter planning guidance;
- (b) Primary care streaming system at the Emergency Department;
- (c) CCG finance; and
- (d) Community Navigators.

## **2. Consultation on the supply of medicines**

The medicines supply consultation is reported on as Item 12 on this meeting's agenda.

### **3. Lay Member**

David Cook left his position as Lay Member for Patient and Public Involvement in May 2017. The CCG lay members for Newbury and Reading CCGs, Wendy Bower and Adrian Barker, have agreed to share the role for Wokingham on an interim basis.

### **4. Communications and Engagement team**

The Communications and Engagement function has been delivered by the Commissioning Support Unit for the duration of the arrangement of the Clinical Commissioning Groups. A decision has been taken to in-house this function into the CCGs on 1 September 2017 to gain greater control and influence of the direction and delivery of this service.