

Report of NHS Berkshire West CCG Governing Body: 11 December 2018

Title	Patient and Public Engagement Activity Update
Sponsoring Director	Wendy Bower, PPE Lay Member
Author(s)	<ul style="list-style-type: none"> • Andrew Price, Locality Manager, Wokingham, • Tim Cooling, Locality Manager, Newbury • Steph Francis, Assistant Locality Manager, North & West Reading and South Reading Localities
Purpose	This report provides an update on engagement activities by the CCG.
Previously considered by	None
Risk and Assurance	Effective engagement helps underpin the commissioning of safe, high quality services for the local population.
Links to the Board Assurance Framework	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
Legal implications/regulatory requirements	The CCG needs to encourage people with certain protected characteristics to participate in public engagement where their participation may be disproportionately low.
Public Sector Equality Duty	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.
Links to the NHS Constitution (relevant patient/staff rights) <i>All NHS organisations are required by law to take account of the NHS Constitution in performing their NHS functions</i>	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.
Consultation, public engagement and partnership working implications/impact	Effective engagement helps underpin the commissioning of safe, high quality services for the local population.

Patient and Public Engagement Activity Update

1. Integrated care system (ICS)

A successful application was made to NHS England to provide funding for ICS communications and engagement support. Tim Jones, Head of ICS Communications and Engagement commenced in post on 26 November 2018. Working with Victoria Parker, Director of Communications and Engagement, who commenced in post in July, Tim's appointment follows the previous decision to establish a single, ICS-wide communications and engagement function in Berkshire West.

The first draft of the ICS communications and engagement strategy has been approved and Tim will take the lead on, among other things, defining and driving the ICS narrative forward across multiple channels, including launching a new website and on social media.

A public engagement workshop for Berkshire West Integrated Care System (ICS) was held on 4 December at Reading Town Hall which brought together ICS leadership and a range of local partners to review public involvement in the ICS. The workshop looked at the work done by all partners and identified priorities to work on. There was also an opportunity for peer review against work done by Dorset ICS, who are further along in their engagement process. Feedback from the day will be used to develop and improve public engagement in Berkshire West. It will also influence national work on how to achieve effective public engagement in integrated care systems.

2. Joint commissioning

The CCG continues to meet at least bi-monthly with the three Berkshire West Family Forums, Local Authority Special Educational Needs and Disabilities (SEND), Healthcare providers and the voluntary sector to jointly implement the SEND reforms for children and young people.

Currently work is under way to improve joint commissioning arrangements for therapies, to develop an easier referral process for health assessments, clearer pathways for jointly commissioned support packages for children with exceptional health needs and a review of autism assessment arrangements.

We have published the Future in Mind 2018 Refresh of the Local Transformation Plan. This has been co-produced with partners and the full document describes how, as a local system, we are improving the emotional wellbeing and mental health of all Children and Young People across Reading, West Berkshire and Wokingham in line with the national ambition and principles set out in the government document "Future in Mind – promoting, protecting and improving our children and young people's mental health and wellbeing" (2015).

<https://www.berkshirewestccg.nhs.uk/media/2516/berkshire-west-future-in-mind-ltp-refresh-oct2018.pdf>

Workshops to develop an End of Life pathway for children and young people have taken place using information from families who have experienced the death of a child. This work will be developed further over coming months.

The CCG participated in an event led by the Recovery College and sponsored by Reading Borough Council to listen to the experiences of adult service users who have experienced a mental health crisis.

The Voluntary and Community Organisations (VCO) strategy is a good example of how the CCG is pro-actively engaging with the public. The Voluntary Sector consultation can be found at: <https://bit.ly/2Rd5TJv>

3. Localities

North & West Reading and South Reading

In support of Blood Pressure UK's 'Know your numbers week' campaign in September, Dr Andy Ciecierski, GP Clinical Lead, attended the September North & West Reading Patient Voice meeting to talk about the importance of adults knowing their blood pressure numbers and taking the necessary action to reach and maintain a healthy blood pressure. Members were tasked with checking that their GP practices were using the leaflets they had been sent to promote awareness of the campaign.

Baltimore Park PPG put on a 'Living Well, Staying Healthy in Body and Mind' event in September to share information on the services available in Reading to improve and support wellbeing in the local community. The event included talks and resources from Age UK, Reading Borough Council, Reading Voluntary Action and The Silvers Workshop, and Caversham Croquet Club.

In readiness for the Public Health Stoptober Stop Smoking campaign, North & West Reading and South Reading localities ensured practices were aware of the resources available to encourage patients to stop smoking and how to have those opportunistic conversations with patients. Practices received Solutions 4 Health's leaflets to put in their waiting rooms and the "Quit with Bella" app was shared for GP screens. Dr Hannah Cunningham, GP Clinical Lead from Baltimore Park Surgery, attended North & West Reading Patient Voice in October; to talk about the impact smoking can have on someone's health and what PPG Members can do to support sharing this message within the community.

Reading Community Learning Centre attended North & West Reading Patient Voice meeting in October and service users shared their experience of the service, which supports disadvantaged and socially isolated women in Reading. The service provides social, educational, civic engagement and volunteering opportunities for marginalised women from Black and Minority Ethnic (BME) communities and provides services that address barriers to learning, including child care through a crèche, and supports progression into further education, social and employment opportunities.

Service users said that they would like:

- Access to interpreting services when using the NHS;
- Culturally aware and timely provision of accurate information about locally available services;
- Longer appointments if they do not speak English as their first language, to have time to discuss serious health or care concerns.

These messages were shared with Reading GP practices and several PPGs are now considering further engagement with Reading Community Learning Centre users.

Members of the public were invited to explore the newly renovated Southcote Community Hub at their open day in October, with Cllr Debs Edwards officially opening the new Hub. Circuit Lane Surgery staff and PPG members attended and showed their support at the event.

Following recognition that South Reading is an outlier for children's immunisation uptake, the locality has been in discussions with NHS England's Screening and Immunisation Team and NHS Clinical Liaison Immunisation Nurses to work collaboratively to improve uptake in the area. A task & finish group has been set up to improve data quality, support practices to improve their uptake and to look at carrying out some community engagement work to help families access services better. The group also had a breakout session at the Reading Locality TIPS event in November, focussed on childhood immunisation, sharing top tips with practices to help improve immunisation uptake.

South Reading Cancer Champions have been busy raising awareness of the signs and symptoms of cancer and the importance of completing screening tests, holding education events for men and women of BME backgrounds including Pakistan, Nepalese, Polish and Sudanese community groups. Information was presented in the community groups' own languages. GPs have identified a cohort of women in Reading who are not attending cervical screening tests due to their own, and their partner's, cultural beliefs, therefore raising awareness in the Asian community is key to improve uptake of screening in this cohort.

The Reading Locality Team wanted to say a massive thank you and well done to Circuit Lane PPG who participated in a Memory Walk for Dementia and managed to raise a fantastic £1200.

We know a lot of PPGs have been supporting their practices at flu clinics and know that it is also a great opportunity for identifying veterans and carers. Mortimer PPG has recently managed to identify an additional five veterans at flu clinics. We are very grateful for all the PPG's help and support.

Reading Locality Team put on a cake sale and wore purple in November to raise funds on behalf of Pancreatic Cancer UK. Leaflets and information sheets sharing signs and symptoms were displayed around the room to raise awareness and get people talking. Thanks to Berkshire West CCG staff who took part, the team raised over £300 for the charity. GP Practices in Reading were also encouraged to take part.

Reading Locality Team has been actively supporting Movember by committing to 60 activities a day for the 60 men who die due to suicide every hour. The Locality Team has been encouraging participation across Berkshire West CCG to raise awareness of men's health and the importance of looking after your own health and wellbeing at work. Their progress was shared on twitter. GP Practices in Reading were also encouraged to take part.

Wokingham

Multi-Disciplinary Teams are at the heart of Wokingham's integrated health and social care team. Performance data is showing the positive impact this team is having, but it is vital to continue to listen to what patients are saying. The team recently visited local resident Guy, whose life has been transformed by services working more closely together. A video of this has been showcased at national events including NHS Expo 2018 and the National Association of Primary Care Conference 2018. You can listen to Guy's story: <https://www.youtube.com/watch?v=9ZwFpgPQTG8>

Newbury & District

The Health & Wellbeing PPE group have redefined their objectives to:

- Communicate the key messages of the Health and Wellbeing Board and collate the concerns and aspirations of West Berkshire's communities back to decision-makers;
- Collaborate with the partner organisations and sub-groups of the Health and Wellbeing Board;
- Coordinate the communication and engagement activity avoiding duplication and increasing impact to amplify the message.

The actions that the PPE Group will complete to achieve these objectives are:

- Prepare a column in the Newbury Weekly News once per month regarding a specific health and wellbeing topic;
- Develop and maintain a shared cascade of upcoming communication, consultation and engagement events within the group;
- Develop a Health and Wellbeing Board PPE online presence;
- Report community concerns and issues which have arisen to the Steering Group's meetings.

A recent article in the Newbury Weekly news focussed on end of life issues and encouraged patients and clinicians to discuss options using the new ResPECT care planning tool. It provides health and care professionals faced with making immediate decisions in an emergency with a summary of recommendations about that person's care and treatment. With or without this process, thinking ahead is really important to try to avoid a crisis being made worse by things happening that you may or may not want to happen. Knowing about services and talking about wishes and needs at an early stage of an illness is vitally important and care plans can not only help with care but can be a relief for people so that everyone knows what to expect. The Newbury Weekly News article is available here: http://www.members.berkshirewestccg.nhs.uk/images/docman-files/CCG-NEWSLETTERS/2018/Nov2018/28Nov2018/Your%20Health%20Matters%20Article.pdf?utm_source=newsletter_1045&utm_medium=email&utm_campaign=berkshire-west-ccg-headline-messages-28-november-2018

Public Health Services Consultations

In recent years the Revenue Support Grant to Local Authorities has been phased out by central government. West Berkshire Council now are seeking views from the public on their budget proposals for some Public Health and community services and the consultation runs until **midnight on 23 December 2018**