

Governing Body Meeting Date:
5 June 2014



Harrogate and Rural District
Clinical Commissioning Group

Report Sponsor
Amanda Bloor
Chief Officer

Report Author
Dave Hall
Lay Member

1. Title of Paper: Patient Involvement Forum Event 11 March 2014 – Engagement Summary Report

2. CCG Corporate Objectives supported by this paper

	CCG Corporate Objective	Tick
1	Engage and enable local people to be involved in decisions made about the healthcare we commission	X
2	Commission services to ensure and improve quality and safety of services and improve outcomes	X
3	Achieve a sustainable Health Economy	
4	Deliver transformational service change	X
5	Develop strong and mature partnerships	X
6	Develop a strong, sustainable and successful CCG	X

3. CCG Values Underpinned in this paper

	CCG Values	Tick
1	Respect and Dignity	X
2	Commitment to Quality of Care	X
3	Compassion	X
4	Improving Lives	X
5	Working Together for Patients	X
6	Everyone Counts	X

4. Executive Summary

The CCG is fully committed to involving local people and our partners in developing local health services. To support this approach the Governing Body has decided to hold two public involvement forums each year. In 2013/14, these events allowed members of the public, as well as special interest groups, to engage directly with CCG leaders and allow the CCG to share with members the progress made in the first year responsible for the commissioning of local health services; to demonstrate how local community's feedback has contributed and helped shape the five year ambition for services locally and share these discussions and extend the debate with a focus on engaging with local people in developing plans.

This report provides Harrogate and Rural District CCG Governing Body with a summary of the feedback received from members of the public following the second public event held on 11 March 2014 at the Pavilions of Harrogate.

5. Any statutory / regulatory / legal / NHS Constitution implications

The CCG has a statutory duty improve quality of services and also a has a duty to promote involvement of patient and the public in shaping service developments

HaRD CCG is committed to continuously improving and developing its approach to engaging with the local population in supporting the commissioning plans and service developments.

The CCG will therefore be proactive in seeking the views and experiences of the public, patients, their carers and other stakeholders.

6. Equality Impact Assessment

This report helps inform the Equality and Diversity Plan of the CCG.

7. Implications/Actions for Public and Patient Engagement

This engagement event proved to be very successful and was well supported by the local community. The CCG has gathered feedback through speaking face-to-face with members of the public and captured through feedback forms.

Comments received from members of the public:

“I find HaRD to be a very responsive, listening, caring group. You also have the talent to make a difference, good luck”

“I really enjoyed the event, which extended my understanding of the Harrogate NHS family”.

The next public involvement forum event will be scheduled to take place in October 2014. Discreet engagement projects will continue between forum events to enable patients and members of the public to have the opportunity to become involved in strategic development projects which shape the commissioning plans of the CCG

8. Recommendations / Action Required

The Governing Body is asked to receive this report and note the content.

9. Assurance

The Governing Body will receive regular updates on all patient and public involvement.

For further information please contact:
Dave Hall, Lay Member



Public Involvement Forum

11 March 2014

Engagement summary report

1. Purpose

This report provides Harrogate and Rural District CCG Governing Body with a summary of the feedback received from members of the public following the second public event held on 11 March 2014 at Pavilions of Harrogate, Great Yorkshire Showground, Harrogate.

2. Background

The CCG are fully committed to involving local people and our partners in developing local health services and the focus of the event was to:

- share with members the progress made by Harrogate and Rural District Clinical Commissioning Group (HaRD CCG) in the first year responsible for the commissioning of local health services;
- to demonstrate how local community's feedback has contributed and helped shape the five year ambition for services locally;
- and share these discussions with members and extend the debate with a focus on engaging with local people in developing our plans.

The Forum was focused around a NHS England publication entitled *The NHS Belongs to the People: A Call to Action*, which calls on the public, NHS staff and politicians to have an open and honest debate about the future shape of the NHS in order to meet rising demand and meet the expectations of its patients, against a national financial challenge.

3. "Public Involvement Forum"

Invitations were originally sent to key stakeholders, which included local NHS partners, GP Practices, voluntary and independent groups and local councillors within the locality. Along with members of the public who are already registered with HaRD Net.

The public involvement forum held on Tuesday 11 March 2014, proved to be very successful and was well supported by the local community.

Around 90 people attended the event, 50% were members of the public, 14% representing the voluntary/independent sector, 36% NHS, NYCC staff and local GP Practices.



An information pack was handed to all attendees, these were kept light and people were advised to visit the CCG display, where further CCG documents were available if people were interested.

Information pack:



Information Pack 11
March 2014

The meeting was chaired by Dr Alistair Ingram, Chair of the CCG who opened the meeting with a presentation on the overview of the current situation and latest news within the CCG.

Dr Ingram presentation:



Dr Ingram
Presentation Final 11

4. **Interactive sessions** - “Demonstrate progress & future plans”

The main part of the evening was through 4 interactive sessions which focused on four strategic priorities. Attendees were invited to visit each room, view the displays, which demonstrated the progress and the future plans of the CCG; have the opportunity to speak on a one to one basis with CCG GP's, staff and partners on each of the four strategic priorities on display. A question card on each strategic priority was available for all to complete and provide feedback. The areas discussed and feedback received is detailed below:

Improving Mental Health Services

36% completing the questionnaire wanted to see reduced waiting times in accessing counselling and other psychological therapies.

When asked what services would help with the rehabilitation of people recovering from a mental health problem, the key themes were:

- Services fit for purpose with more single rooms
- Develop peer support – more qualified staff?

When asked what the gaps were in the current mental health provision, the comments made were:

- No consultant contact
 - Insufficient capacity
 - No hospital bed
 - Sending patients away from loved ones in hospital
 - No care plans
 - Lack of contact
 - 24 hour access to help
 - Lack of day facilities, drop in centres
-

Full details of feedback received on Mental Health



Mental Health5 key
questions 20 March 1

Redesigning Urgent Care

50% completing the questionnaire understood which service to access for urgent medical problems, but felt more communication was needed to ensure people know which service to attend and when.

When asked which was the best way for patients to access advice for urgent medical problems, 50% answered NHS 111.

Full details of feedback received on Urgent Care



Urgent Care 5 key
questions 20 March 1

Long Term Conditions - Integrated Community Teams

80% agreed to Health and Social Care working more closely together with the key themes in order of prevalence: better care for patients, working more efficiently and less repetition.

Full details of feedback received on Long Term Conditions



Long Term
Conditions integrated

Improving Health and Well-being

When asked how the CCG can improve access to stop smoking services and better help people lose weight and be more active, feedback was to communicate the health risks more and ensure the services i.e.: smoking cessation are accessible to all.

How can organisations work better together to improve health and wellbeing?
Feedback was consistent encouraging partnership working, with both health and social care and voluntary and community groups.

Full details of feedback received on Improving Health and Well-being



Health and wellbeing
5 key questions - Fee

5. Displays from local voluntary and partner organisations were on show throughout the event, showcasing the work and facilities available within Harrogate and Rural District.

6. Summary of patient feedback received from interactive breakout sessions

Detailed below is the feedback each lead GP delivered to the audience:

Improving Mental Health Services – Dr Rick Sweeney

Feedback from attendees in this group was positive about the service, although some highlighted that patients do sometimes have to travel quite a distance to access some services, such as psychological therapies. It was noted that some mental health patients feel very isolated, but the contribution from the voluntary sector is very important and valued.

Redesigning Urgent Care – Dr Rob Penman

Feedback from the group highlighted with HaRD CCG's desire to redesign urgent care and the reasons for this, with discussions taking place around how the current system is muddled and can be difficult to understand.

Long Term Conditions - Integrated Community Teams – Dr Chris Preece

It was clear that attendees recognised the need for patients to take ownership of their own care plans and long term conditions, with close support from their GP. Social prescribing was also discussed and viewed as a positive. This is an approach that seeks to improve health by referring patients with social or emotional needs to a range of non-clinical services and support. Utilising technology was also a big talking point, with people discussing where we are now and what we may need, or be able to do, in the future.

Improving Health and Well-being- Dr Bruce Willoughby

This group highlighted how people in rural areas can feel socially isolated, and this needs to be addressed (work is already underway in this area). Lifestyle advice such as dietary guidance, diabetes management were discussed, but it was agreed that there is not a 'one size fits all' approach. Comments were also made around how services across health and social care need to be better joined up.

7. Twitter

During the event, we were able to live tweet. In total we had a total of 4,717 views; this included 25 new followers and 41 link visits.

8. Summary of patient feedback received from Evaluation Forms

Each member present was handed an evaluation form within the information pack. Members were asked to complete and return the evaluation form. A total of 15 forms were completed and returned, the results are detailed in appendix 1.

9. Summary and recommendations

This engagement event has once again been a great success for the CCG in gathering feedback and speaking face-to-face with members of the public. 100% of respondents found the event to be either very useful/quite useful.

Respondents comments:

- I think it has been a most successful year.
- Word on the street is that the CCG are doing well and organized. Seem to be engaging and seeking opinion, so as long as this input into decision making the right service improvements should be made!

All the feedback gathered will be used to influence the future strategic direction of HaRD CCG, and what services are commissioned locally. When attendees were asked if the CCG were making the right service improvements, 80% were in agreement, 20% remained unsure.

The event successfully showcased the feedback that the CCG had previously gathered in ensuring that this was incorporated within the future strategic direction. The CCG will continue to gather feedback from patients and public of the Harrogate and rural district locality to reassure them that their views are important to us and do make a difference.

Recommendation 1 – Strategic Priorities - Urgent Care

Need to ensure changes are well communicated and public are fully briefed as to what services they access.

Recommendation 2 – Strategic Priorities – Mental Health

Members would like to see a range of services within mental health and that the CCG does not just focus on the more serious mental health services ie: isolation to be included.

Recommendation 3 – Format of event

Need to ensure the events are accurately time managed and the published agenda is adhered to. Consider using a graphic designer to improve visual material.

Recommendation 4 – Venue

Further consideration needs to be given when booking suitable venues, to ensure it is accessible to all, (on a bus route and easy to get around within the building).

Recommendation 5 – Gathering Feedback

To ensure the CCG receives feedback from all attendees, rather than completing forms, consider making the event more interactive with the use of “show mode” voting system.

10. Action

The Governing Body are asked to

- **Receive this report and note the content**
-



Appendix 1

Patient Involvement Forum “Seeking Your Experience”

Evaluation Report

A total of 15 evaluation forms were completed and returned to the CCG for processing.

1. Overall, how useful did you find this event? (please tick one box)

Very useful	8
Quite useful	7
Not very useful	0
Not at all useful	0

From a total of 15 respondents completing the evaluation form, 100% of respondents found the event to be either very useful/quite useful.

2. Was the venue suitable for this event?

Yes	14
No	0
Not Sure	1
If not, please state why:	0

A total of 93% of responders agreed that the venue was suitable for the event and 7% not sure. The key themes in order of prevalence made were:

6 respondents provided comments:

- Enjoyed wandering from room to room.
 - Very spacious, good parking – even gluten free biscuits.
 - Local, great rooms and parking
 - Difficult for those without access to own transport and difficult time for those with young children.
 - Layout – quite difficult for people with mobility issues, hard to get to Nidd from Fountains.
-

3. Did the format of the event work well?

Yes	11
No	0
Not Sure	4
If not, please state why:	0

The results show that 73% of the audience agreed that the format of the event worked well. The remaining 27% of responders were not sure.

The key themes in order of prevalence:

8 respondents provided comments:

- Too much distance between rooms for those with walking difficulties.
- CCG members very accessible and informative.
- Enjoyed the format of interactive sessions.
- Although a little spaced out I wonder if that lost people and/or group synergy.
- Will depend on how outcomes used.
- A little too rushed.
- Shame we lost the questions and answer session.
- Varied between rooms and how much individual “officers” interacted/how rooms run.
- Make the posters much bigger, huge room and tiny posters, hard to read information.
- A long presentation is hard to take in
- The breakout rooms were a good idea, suggest a 15 minute rotation alarm to ensure people get to each session.

4. Did you feel able to contribute to the discussions?

Very well	8
Quite well	7
Not very well	0
Did not answer	0

100% of responders felt they were able to contribute to the discussions either very well or quite well.

5. Is there anything you would like to have said but were not able? If so please state:

Members completing the form, posted questions. Full details below:

Statement: Thank you for the questions in the breakout rooms which was good to allow us to input and capture our thoughts.
Q: Thought I understood the IAPT contract was changing why weren't H+Y partnership trust not there?
A: All local NHS partners and stakeholders receive a letter of invitation to attend the event.
Q: How do you reach the more “hard to reach groups”?
A: The CCG will make particular efforts to identify hard-to-reach, disadvantaged groups and individuals and develop its services in response to their specific needs. The CCG

will be required to develop a profile of the main patient groups and their characteristics to avoid excluding or under-representing certain people, particularly people who have a number of different needs and patients who views are rarely heard.

Statement: Could give a view, but as a person with limited knowledge of areas could only give my perspective.

6. Is there anything we could have done better? If so please state:

9 respondents provided comments, the key themes, listed in order of prevalence, were:

- Finance, whilst mentioned was too rushed, needs more time.
- A little more time!
- Timing – obviously necessary to ensure those who are working can attend, but suggest slightly earlier or later for meal purposes.
- Making the event accessible to people with a learning disability.
- I think that it is a matter of trying different formats.
- It all went well.
- Great to be asked questions in each break out topic – perhaps slightly plainer. Hope I answered the actual questions.
- Keep going – much better than at Cain Hotel – Thank you.

7. If you are a member of HaRD Net, how would you like to be more involved and contribute your views to the CCG? Please detail below:

9 respondents provided comments the key themes, listed in order of prevalence were:

- Happy to come to future events and focus group on particular topics
- As a member of GP Practice Patient Participation Group able to feedback to members
- Continue as you are doing
- Questionnaires and feedback via email or website good
- Through GP Patient Participation Groups
- Yes – happy to have greater involvement. Particularly had LRCS as run as volunteer. Local arthritis Care Group. Be good to have greater links and support your work.
- I await a summons!
- Consult via email.
- Perhaps regular questionnaires and feedback via email/website.
- Non-executive role!

8. Do you agree that the CCG are making the right service improvements?

Yes		12
No		0
Not Sure		3
If not, please state why:		

80% of responders agreed that the CCG were making the right service improvements and 20% who were not sure.

3 respondents provided comments:

- I think it has been a most successful year.
- Word on the street is that the CCG are doing well and organized. Seem to be engaging and seeking opinion so as long as this input into decision making the right service improvements should be made!
- My concern is around mental health

9. Do you have any concerns about what you heard at the event?

Yes	2
No	10
Not Sure	3
If you have concerns, please state why:	0

67% of responders had no concerns about what they had heard from the event. 33% did have or were not sure.

Comments provided:

- I await the out-of-hours/emergency policy maturing. There are a lot of unanswerable questions at present.
- Concerned about how you will influence primary care when NHS England is the commissioner.
- The budget issue always looms large, and I have concerns that many of the issues are being increasingly driven by this.
- Providing the comments regarding non-prioritisation/competition rules are adhered to.
- Mental Health – need range of service i.e. not all serious mental health issues but range from isolation to serious on-going mental health issues.

10. Engagement equality data

Equality Impact Analysis of Patient Engagement Information

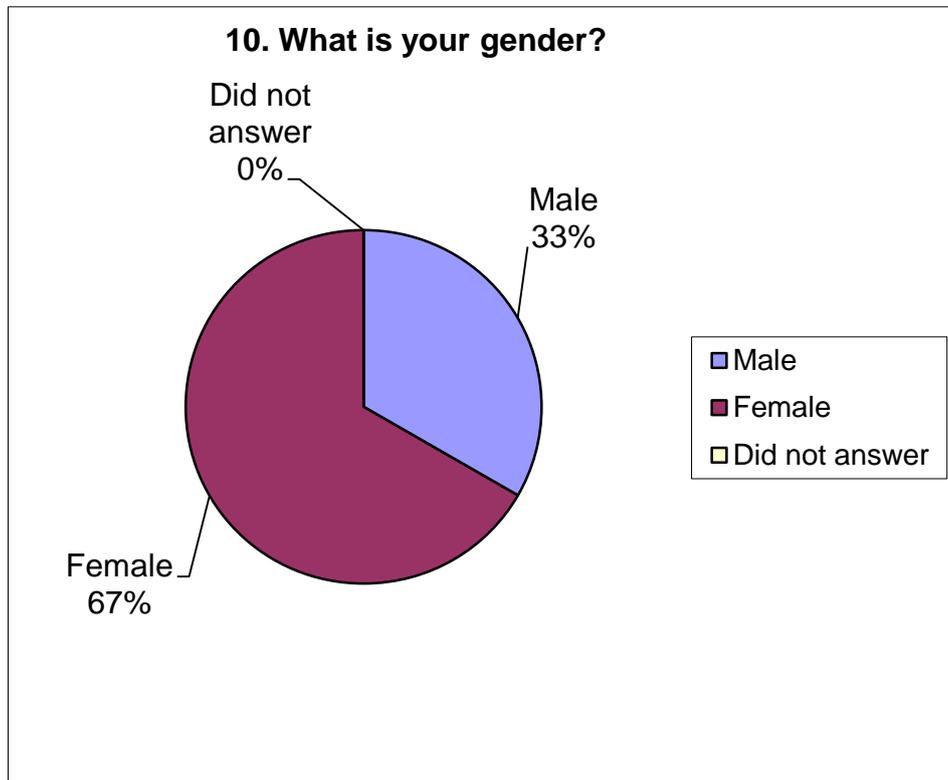
The CCG are committed to facilitating meaningful engagement with stakeholders to inform the decision making process. HaRD Equality and Diversity Plan is the first step in outlining our approach to equality and diversity, whilst ensuring compliance with the Equality Act 2010 and Human Rights Act 1998.

Our key objective is to increase the input from representatives of the protected groups in the commissioning process. We have started to capture information that has helped us assess the impact any changes to the service may have on protected groups through using the Equality Impact Analysis tool.

The engagement event gave patients and the public an opportunity to attend the evening, to gain a greater understanding of what the CCG is about and with the

feedback received will be taken into account when the CCG Governing Body makes decisions to the future service provision within the locality.

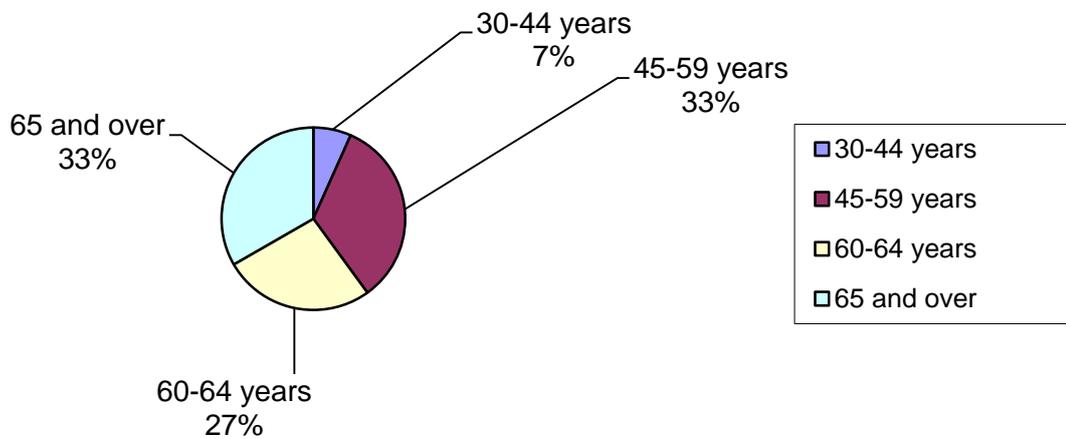
Male	5
Female	10
Did not answer	0



11. What is your age group?

16-19 years	0
20-29 years	0
30-44 years	1
45-59 years	5
60-64 years	4
65 and over	5
Did not answer	0

11. What is your age group?

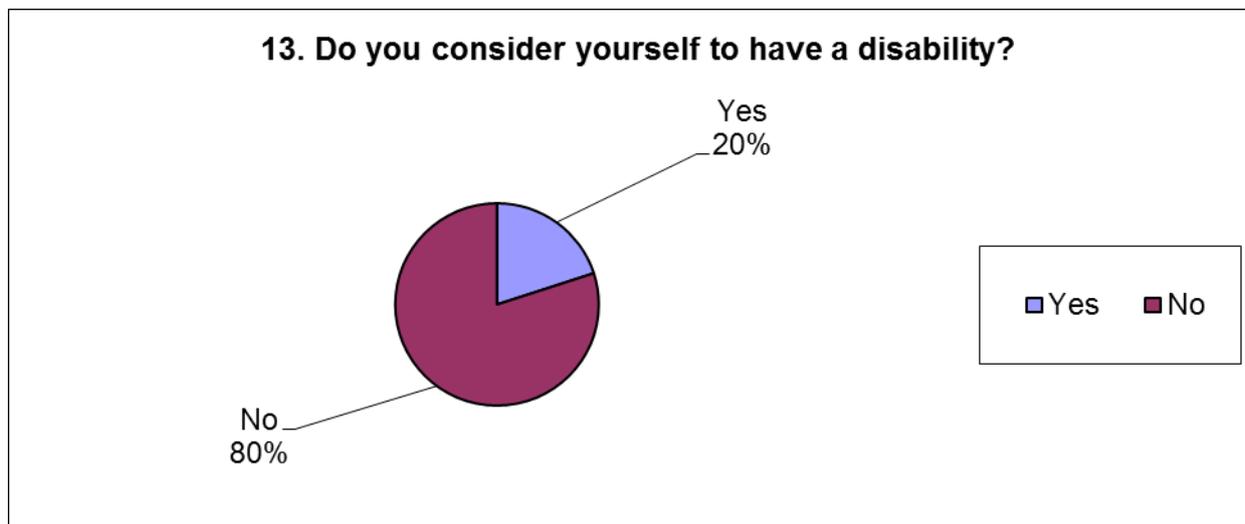


12. What is your ethnic background?

White	15
Chinese	0
Mixed/multiple ethnic group	0
Asian/Asian British	0
Black/African/Caribbean/Black British	0
Other ethnic group (please specify)	0
Did not answer	0

13. Do you consider yourself to have a disability?

Yes	3
No	12
Did not answer	0



- 67% of respondents were aged 30-64 years (relevant for working age group) and 33% 65 and over.
- 20% of respondents had disabilities which reflects the age group.

14. How would you like to be kept updated on news and developments within the CCG? (tick more than one)

Local newspaper	4
CCG Website	7
HaRD Net Member	8
HaRD News	9
Facebook/Twitter	1
Public Events	8
Local Radio	1

From the responses received, it is evident that the majority of people are happy to be kept updated on news and developments within the CCG through the distribution of HaRD News, CCG website and public events.

15. Please provide us with your feedback; we really value your comments. Please use the space below to share your comments with us, thank you.

Any other comments:

The key themes, listed in order of prevalence, were:

- A good listening event, enthusiastic group of people attending
 - Communications with patients and public absolutely essential
 - I find HaRD to be a very responsive, listening, caring group. You also have the talent to make a difference, Good luck.
 - I really enjoyed the event, which extended my understanding of the Harrogate NHS “family”.
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- A well organised event. Congratulations on your financial performance, you have attracted no negative publicity that I recall – much better than the PCT!
 - Thoroughly enjoyed the event wandering around the rooms. Able to chat one to one with the professionals and feel I was listened to. GPs discussion can be dominated by 1 person. Dr Sweeney said he was used to talking and would offer better communication.
 - Much better than the Cain Hotel, more interactive than real listening.
 - Question and answer session (guided)
 - The breakout rooms were in principle a good idea, suggest a 15 min rotation alarm.
-