

Clinical Commissioning Group (CCG) Governing Body 2019/2020 – Part 1

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| Date of Meeting: | 19 July 2019 |
| Agenda Item: | 4.7 |
| Subject: | Patient and Public Engagement Committee 1st July 2019 Report |
| Reporting Officer: | Denise Dawson |
| Aim of Paper: | To provide an overview of Committee business and to provide assurance in regard to CCG patient and public engagement activity. |

| Governance route prior to Governing Body | Meeting Date | Objective/Outcome |
|--|---------------------------|-------------------|
| Governing Body | Select date of meeting. | Click to Select |
| Audit Committee | Select date of meeting. | Click to Select |
| Corporate Governance Committee | Select date of meeting. | Click to Select |
| Health and Wellbeing Board | Select date of meeting. | Click to Select |
| Integrated Commissioning Board | Select date of meeting. | Click to Select |
| Locality Engagement Group | Select date of meeting. | Click to Select |
| Patient and Public Engagement Committee | 01 April 2019 | For Discussion |
| Quality and Safeguarding Committee | Select date of meeting. | Click to Select |
| Remuneration Committee | Select date of meeting. | Click to Select |
| Clinical and Professional Advisory Panel | Select date of meeting. | Click to Select |
| System Transformation Committee | Select date of meeting. | Click to Select |
| Primary Care Commissioning Committee | Select date of meeting. | Click to Select |
| Other | Click here to enter text. | |

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| Governing Body Resolution Required: | For Discussion |
| Recommendation | Board members are asked to note the content of the report. |

| Link to Strategic Objectives | | Contributes to: (Select Yes or No) |
|------------------------------|---|---------------------------------------|
| SO1: | To be a high performing CCG, deliver our statutory duties and use our available resources innovatively to deliver the best outcomes for our population. | Yes |
| SO2: | To deliver on the outcomes of the Locality Plan in respect of Prevention and Access (Prevention and Self Care) | Yes |
| SO3: | To deliver on the outcomes of the Locality Plan in respect of Neighbourhoods & Primary Care (Getting help in the Community) | Yes |
| SO4: | To deliver on the outcomes of the Locality Plan in respect of In Hospital - Planned (Getting more help) | Yes |
| SO5: | To deliver on the outcomes of the Locality Plan in respect of In Hospital - Urgent Care (Getting more help) | Yes |
| SO6: | To deliver on the outcomes of the Locality Plan in respect of Children, young people and families | Yes |
| SO7: | To deliver on the outcomes of the Locality Plan in respect of Mental Health | Yes |

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| Risk Level: (To be reviewed in line with Risk Policy) | Not Applicable |
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| Comments (Document should detail how the risk will be mitigated) | NA |
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| Content Approval/Sign Off: | |
| The contents of this paper have been reviewed and approved by: | Director of Operations / Executive Nurse, Karen Hurley |
| Clinical Content signed off by: | Not applicable |
| Financial content signed off by: | Not Applicable |

| | Completed: |
|---|-------------------|
| Clinical Engagement taken place | Not Applicable |
| Patient and Public Involvement | Yes |
| Patient Data Impact Assessment | Not Applicable |
| Equality Analysis / Human Rights Assessment completed | Not Applicable |

| Executive Summary |
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| <p>Introduction</p> <p>This report provides a summary of Patient and Public Engagement Committee (PPEC) business conducted during the 1st July 2019 meeting. The PPEC membership includes representatives from HealthWatch Rochdale and eleven HMR charitable and voluntary organisations that support diverse and vulnerable communities across the borough.</p> <p>Declarations of Interest – No declarations of interest reported.</p> <p>Chairs Actions – There were no Chairs Actions to report.</p> <p>Items for Decision – No Items</p> <p>Items for Discussion –</p> <p>1. Annual General Meeting Update – The Engagement Lead provided a verbal update on the CCG Annual General Meeting which was attended by Year Six Pupils, their teachers, members of the public, Governing Body members and Local Councillors. The theme for the day was inclusion. The event was well received with presenters providing in-depth information in an accessible format.</p> <p>1.1 The school have expressed an interest in continuing to work with the CCG and have suggested a focus on Quality and Safeguarding for the next work stream.</p> <p>2. Kirkholt Health Centre Update – A verbal update was provided for members informing them that Builders were now on site and work was progressing.</p> <p>3. Patient Services Update – Members were informed that Patient Services, which includes Complaints, PALS and FOI's have transferred from Greater Manchester Shared Services to the CCG. They will form part of an integrated team with council colleagues supporting residents</p> |

across Heywood, Middleton and Rochdale.

3.3 Members agreed that the transition would be beneficial in providing commissioners with key information on patients' experiences of locally delivered services. Healthwatch requested that accessible information be made available on the complaints services available locally. The Chair agreed to follow this up with the Operations/Executive Nurse.

4. Commissioning Business Engagement Update – The contents of the report were outlined and key areas highlighted:-

- Feedback on Cancer Event for Primary Care Staff held 13th June 2019 was well attended
- School Visits by Communications and Engagement Team members accompanied by clinicians to promote careers in the NHS as part of the Ambassadors Scheme.
- Accessibility issues regarding Our Rochdale were discussed.

5. Equality and Diversity Update – The Equality and Diversity Lead provided a verbal update:-

- A week of events will be run by Rochdale in Rainbows during November 2019 to celebrate Pride Week with a conference which will include workshops for LGBT and HIV issues.
- The Draft Joint Equality and Diversity Strategy will be shared with RBC Inclusion Steering Group in July.
- A Black History Event is planned for October 2019.

6. Third Sector Members Updates

- **Mind**
 - Get Active For Life, which promotes activity to those with low incomes and sedentary lifestyles, launched in January 2019, and 132 people have accessed the programme since then. This will run until September 2020.
 - Public Health funding has been continued for suicide prevention work, and training courses are being made available for anyone who wishes to attend. Details of the courses will be shared on the CCG website.
 - The Engage 2 conference which looks at ways to support refugees and asylum seekers to access primary care, has taken place. Suggestions on how to encourage practices to commit to supporting refugees and asylum seekers going forward will be considered. Findings from the various workshops will be shared with relevant services/commissioners to discuss how best to support refugees and asylum seekers more effectively.
- **RADDAG – Paper was provided for the meeting**
 - RADDAG has successfully applied to be a member of Disabled Peoples Advisory Panel for the Mayor of Greater Manchester. The Panel aims to strengthen the voice of disabled people and their organisations in shaping, challenging and influencing strategic policy issues that are important to disabled people across Greater Manchester.
 - RADDAG is working closely with the Community Cohesion Team at Rochdale Borough Council.
 - Work is ongoing to develop an Equality, Diversity and Cohesion Network with the Voluntary and Community Sector Alliance Board.
 - RADDAG are working with Diabetes UK to disseminate information in relation to a piece of work they will be delivering in the Borough over the next few months.
- **Healthwatch**
 - Healthwatch have been speaking to people throughout Rochdale about how they

would like to see the changes set out in the NHS Long Term Plan implemented. They have engaged with various groups and have held focus groups for people with learning disabilities and Alzheimer's to gather their feedback 19 responses were received, resulting in five recommendations that will be incorporated into the Healthwatch work plan going forward.

- Nine care homes will be visited this year as part of the Enter and View programme. The second visit has just taken place and the final report will be available online once completed
- The CAMHS report on the recent review is not yet completed work is on going with five other G M Healthwatch groups and will be shared once completed.

- **KYP**

- The cancer project is now complete, and the report will be shared once available
- The KYP representative felt that a lot of the findings from events and projects have arisen repeatedly, and thought that there was more work to be done around tackling issues that keep on being identified. Consideration will be given to working collectively with the CCG around this issue.
- The Ambition for Aging project, which focuses on engaging people who are 50+ to encouraging activity, is now in its final year. KYP are trying to link groups and volunteers involved with other activities to ensure continued engagement once the project ends.
- An environmental project has been done in collaboration with Petrus. Participants were involved with Rochdale in Bloom, and are pleased to have been invited to the RHS flower show at Tatton Park.
- Funding has been approved for projects around fuel poverty and energy saving, arts and heritage and smoking cessation

- **HMR Circle**

- A second scoping exercise had been carried out with Public Health around making the borough more aging friendly. Two events have taken place and approximately 250 people attended. The major issue raised was transport.
- A research project carried out by a PhD student on placement at Circle provided good evidence in support of the volunteer driver service. The service has now received over 4000 contacts, and get over 1500 contacts per month.
- A piece of work has been carried out with Mind to set up two groups for BAME residents, one for men with low mood and anxiety and another for those with low level dementia and their carers.
- Circle have taken over running of the Meadowfields lunch club, which now takes place at St Ann's Belfield. A second lunch club will be opening at the new Kirkholt / The Strand health centre.
- Circle franchises are being launched throughout the UK, with new versions of Circle going live in Haringey, Abingdon and Moston in the next few weeks.
- Links to South Korea continue, and a third delegation visited in June to look at the Circle model and how it could be transferred to South Korea.
- Circle were invited to present at a conference in Brussels regarding use of technology. While unusual for a social enterprise, Circle have found use of technology vital to managing with a small team.

7. AOB

7.1 It was agreed that for future meetings the agenda will be re-ordered so that third sector members present at the start of the meeting.

7.2 Healthwatch have now moved offices and are now based 102 - 104 Drake Street in Rochdale.

7.3 Circle have received a lot of requests regarding befriending services since Making Space have ceased to provide a service. Circle operate a small-scale service but do not currently have capacity to support more people. It was agreed that this would be followed up with a commissioner to see why the service has ceased and if any alternative options have been provided. It is thought likely the service was commissioned either by adult care or integrated commissioning.

Recommendations

Governing Body members are asked to note the work of the PPEC and to support /promote patient and public engagement events within their own networks/workstreams.