

# Patient & Public Engagement Report for the year 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020

## Easy Read Version - Part 3



**Reaching those who  
struggle to talk to us  
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Document control			
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Reaching people who struggle to talk to us.



Asylum seekers

**Lone Young People seeking asylum**

**RADDAG** worked with the Quality and Safeguarding team at HMR CCG to talk to lone young asylum seekers to look at some of the problems they had.



Asylum seekers

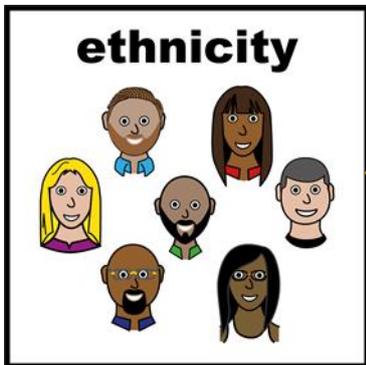
**Lone Asylum Seeking Young People Focus Group -**

Rochdale provides somewhere to live for young males who are lone asylum seekers

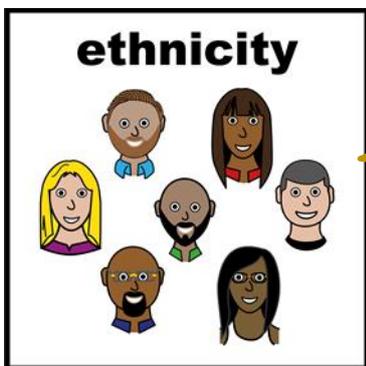


Asylum seekers

**Lone Asylum Seeking Young People Focus Group -**  
**RADDAG** visited the young people to ask for their views on the healthcare services they got.



**BAME Health and Wellbeing forum**  
The BAME forum meets every 2 months at Rochdale and District Mind. We go to the meeting with other partners.



**BAME Health and Wellbeing forum**  
The group shares information and good practice to help BAME communities to get services more easily and to get the services they need.

## 65 and over



Older people

### Older people's groups

We meet with some older people's groups including; Rochdale Senior Citizens, the User Carer Forum and HMR Circles tea and talk sessions.

## 65 and over

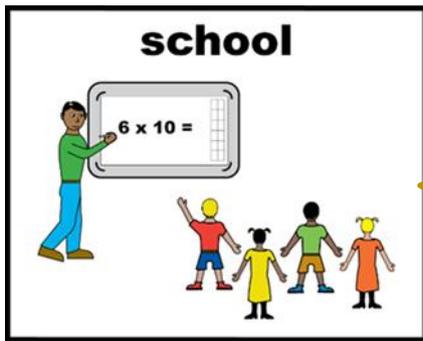


Older people

### Older people's groups

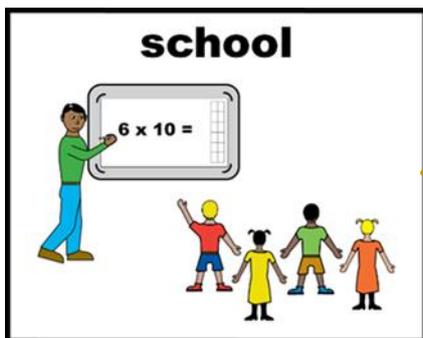
The groups:

- Help those who are lonely by giving them somewhere to meet and talk about things that interest them
- Update older people on healthcare issues.



### **Local Schools**

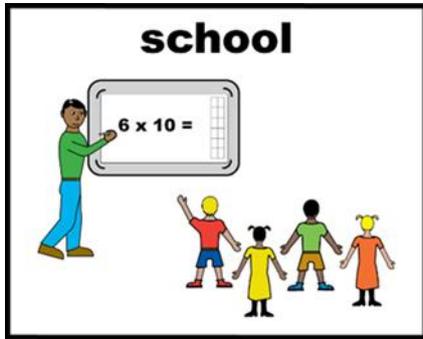
We work with local schools. In June 50 students from Lowerplace primary school plus 6 teachers came to our annual general meeting (AGM) on the theme of inclusion. The CCG Engagement lead worked with the students to prepare 2 fun exercises. Please look at the next box.



### **Local Schools**

The Diversity rap - this was performed by the students and engagement lead with the audience. It celebrated the differences that make us all important.

An exercise in buying and selling human rights. Students, officers, the public and local councillors became either buyers or sellers of what they felt were important human rights. The exercise showed the importance of human rights for everyone.



### **Local Schools**

In February the Engagement Lead began a project with Lowerplace primary and young people with special educational needs. The project is looking at health issues important to young people. The project involves students and other young people in building and carrying out a survey in their local area.



**Middleton**

### **Better Health 4 Middleton**

Better Health 4 Middleton is a group of people living in Middleton who are trying to make sure local services meet the needs of the local population.



**Middleton**

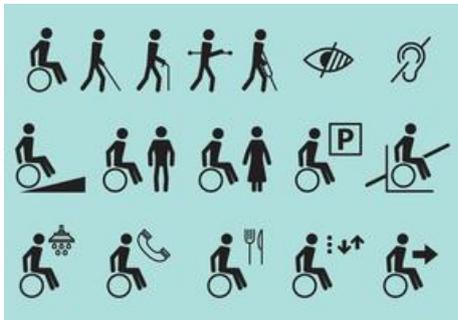
### **Better Health 4 Middleton**

The group meets monthly and the HMR CCG goes to the meetings to tell members about changes in local healthcare.



Asylum seekers

**Rochdale Refugee forum**  
The forum brings together organisations that work with refugees and asylum seekers. It includes HMR CCG, Rochdale Borough Council, SERCO, Rochdale and District Mind, the Red Cross, and other local groups.



Disability

**RADDAG**  
RADDAG work with HMR CCG and local disabled people. The organisation has done some work for the CCG including access visits to healthcare premises to make sure those with a disability are thought about.



**Health**

**NHS Ambassadors** - This scheme tells primary school children about the different jobs in the NHS. We go to schools where NHS staff talk about jobs and the different ways to get a job in the NHS. Schools have liked these visits.



**Dragons Den**

**Dragons Den sessions**  
Each July/August HMR CCG with the Challenge Organisation hold sessions for young people aged 17 years with about twelve young people each session. This year the CCG hosted 11 different groups.



**Dragons Den**

**Dragons Den sessions**  
These events give young people working with the Citizenship service the chance to learn about a work place and learn something about the work of HMR CCG.



Dragons Den

### Dragons Den sessions

For each session, groups were told about the CCG and its role. The groups did an exercise about buying health services with a **budget**.



Dragons Den

### Dragons Den sessions

Each team gave a presentation on a project they wished to carry out locally. This was pitched to a panel of “dragons” who told them what was good about their presentation and how it could be improved.



Committee

The **Public and Patient Engagement Committee (PPEC)** lets the members have a say in what the CCG does.

- Members can tell the CCG about any issues they have
- **Third sector** organisations can tell the CCG the great things they do
- Members can get advice and information they need. They can help to plan services.



Committee

Members of the committee include:

- Rochdale and District Mind – mental health / BME
- Proud Trust / LGBTI Foundation – LGBTQ
- HMR Circle – older people
- RADDAG - disability
- KYP – BME and young people
- Voices for All – mental health
- Healthwatch Rochdale – patients generally
- Rochdale Locality Patient Participation Group – patients generally
- Connections Trust – young people



Surveys

**These surveys have been completed between April 2019 to March 2020**



Surveys

**I Thrive event survey** –checked what people thought of the I Thrive event on the 21st June. The next boxes tell you what people said about the event.

**What did you like/dislike about the event? Please explain. –**

- “Liked - meeting with professionals from other disciplines. Understanding more about the 'way forward' for Greater Manchester, Rochdale etc. Hearing other experiences.
- Dislike - Poor slides, particular speakers were very poor; unable to make themselves heard”
- ” the morning was very long and not engaging the interactive afternoon where people could network was more helpful and informative, professionals want to know what is out there to support them, data is useful, but overview would have been enough.”



Surveys

### **I Thrive event survey**

**How helpful was the content presented at the event? –**

- extremely helpful 63%,
- somewhat helpful 37%.

**How did you find the workshops?**

**Please explain.**

- “Really useful to chat to other professionals. Made me realise how many services I wasn't aware of.”;
- “Helpful to get a sense of other’s thoughts regarding Healthy Young Minds (HYM) and what other services are out there - quickly became a moaning session e.g., HYM; needed structure to think about solutions.”

**Overall. How would you rate the event?**

- Excellent 49%,
- good 49%,
- fair 2%.

**How could the event have been improved? Select all that apply –**

- More interactive 58%,
- more breaks during event 42%,
- more variety of speakers 17%.



Surveys

### I Thrive event survey

What would you like to see from the next event of this kind?

- “Case studies - could we have professionals from these different services explaining what they offer. worked examples.;
- “Increase interactive nature earlier in the day because it was initially all PowerPoint. Overview at the beginning of mental health services would have been helpful.”



Surveys

### Pharmacy survey

**NHS England** has said that for certain illnesses or conditions where you can buy medicine in shops or pharmacies our doctors should stop giving them on prescription.

This might mean pharmacies would have to give more advice than they do now. We asked them what they thought about this.



Surveys

**Prescribing for medications available over the counter** – 70 people answered a survey about changes to prescribing medicines you can buy at pharmacies and supermarkets for minor problems. The views given were important when the CCG planned the new policy on prescribing. If you want to see the policy or the survey, follow these links.

<https://www.hmr.nhs.uk/yourhealth/overtcountermedicines>

<https://www.hmr.nhs.uk/get-in-touch/patient-and-public-engagement>



Surveys

**Urgent care** – In November 2019, 601 people answered a survey on what they knew about the urgent care centre at Rochdale Infirmary. Urgent care is currently being reviewed and the views in this survey help with the review. The results from the survey can be found at ... An update on progress so far can be found at

## Difficult Words.

**Principle** - a basic idea or rule that explains or controls how something happens or works

**Engagement** – trying to get people to be interested in the work of an organization, such as HMR CCG. Simply talking to people in some way to find out what they think about something.

**Committee** – A group of people who meet to talk about important things

**NHS Ambassadors** scheme - a person who speaks for, or advertises a particular organization, group of people, or activity.

**Third sector** – an organisation run by volunteers or an organisation that works for the benefit of a community and not for profit.

**Cardiology** - is a branch of medicine that deals with the problems with the heart as well as some parts of the blood system.

**RADDAG** – Rochdale and District Disability Action group

**BAME** – (Black Asian and minority ethnic) **These** are groups in the population of the borough who struggle to be heard because there are a few of them in the community or because they have issues such as not speaking English, or they find it hard to get services because providers do not understand their problems.

**Surveys** - a document we can use to ask people questions about issues we need to learn about.

**NHS England** - The organisation that makes sure the NHS is working properly and buys special types of services

**Community** - This is the name for a group of people who fit together because they share an interest. It could be, they all live in the same area, or they all like the same football team. The interest gives them something in common with each other.

**Statutory body** - an organisation that has been set up by law through parliament to carry out certain tasks, for example Rochdale Borough Council or HMR CCG.

**Collaborative** – done in partnership

**Co – production** - planned, designed and put in place through partnership with public, patients or other organisations

**PPEC** – Patient and Public Engagement Committee

**Press release** – a press release is where we ask a local newspaper to put some information into their paper so as many people as possible will see the information.

**Governing Body** – Governing Body are the top people who run HMR CCG. They meet to make sure the CCG is running the way it should.

**Innovation** – trying to do things in new more interesting ways.

**Budget** – an amount of money you are given to spend on something. Once it has gone you can't spend any more.

**Participation** – to be taking part, joining in, helping out.

**Refugee** - a person who has been forced to leave their country to escape war, being picked on, or natural disaster (for example earthquake).