

Patient & Public Engagement Report for the year 1st April 2019 to 31st March 2020

Easy Read Version - Part 5



How partners helped us
change page 3



The different ways we
try to talk to people
page 9

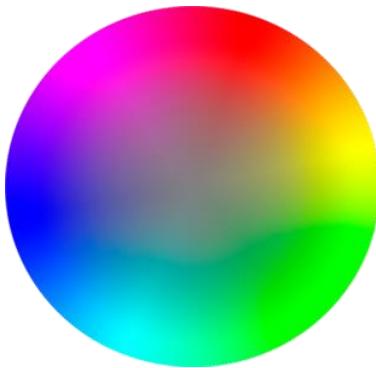
Contents.

	Page
How partners have changed how we talk to people	3
Telling patients and the public about all the ways we try to talk to them	9
Difficult Words	13

Document control			
Version 0.1	25/3/2020	Sent to AM, KH, SC for comment	
Final	18/9/20	Governing Body	approved

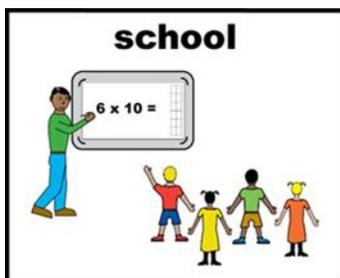


How partners have changed how we talk to people.

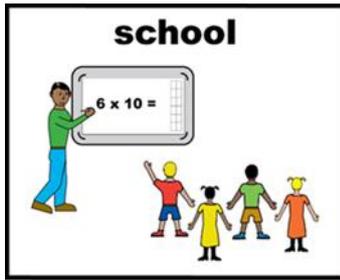


HMR Circle

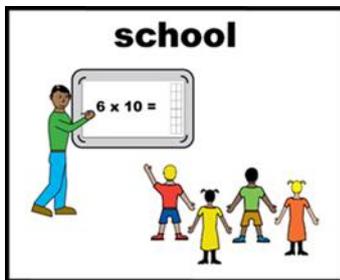
HMR Circle is a big local organisation supporting older people in the borough. They have helped us get in touch with new older people's groups. These are groups like tea and talk groups. This gives the CCG more chances to talk to older people.



Lowerplace school – the CCG has worked a lot with the school and invited them to the 2019 annual general meeting in June. 50 students took part with the CCG and other guests.



Lowerplace school The CCG engagement lead meets the head of the school to talk about the work we could do with students.



Lowerplace school In March 2020 year 3 began a survey project to look at health issues in the local area. This was jointly planned between the school and the CCG.

healthwatch

Healthwatch Rochdale (see next 2 boxes also)

Healthwatch have affected how we talk to people in three ways: By acting as a critical friend.

They advise the CCG what the public are saying about healthcare services and suggest areas for improvement.



Healthwatch Rochdale

Healthwatch do formal enter and view or other checks. Healthwatch can show us the important problem areas as well as areas where things work well.



Healthwatch Rochdale

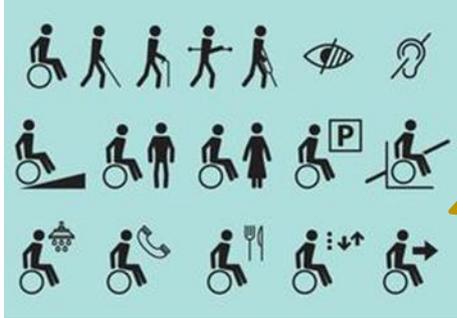
By working in partnership on projects the CCG and Healthwatch have been able to do things better and talk to more people



Committee

PPEC

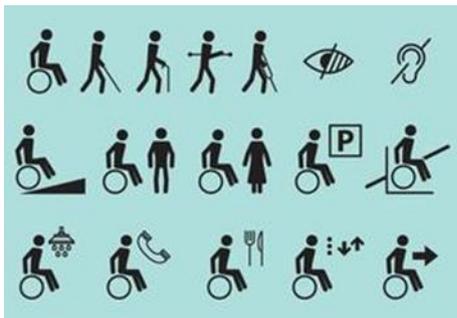
Having **third sector** representatives as members of PPEC means they can affect the way we talk to people and tell us about issues from their own service users. Membership also gives organisations the chance to tell us about the great work they have done.



Disability

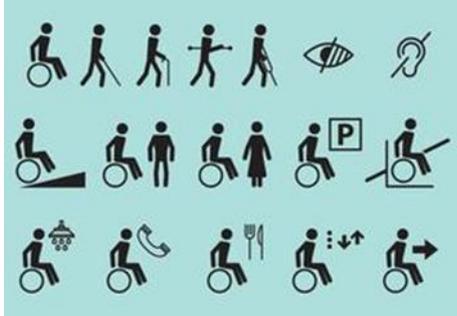
RADDAG

This year RADDAG will be talking to young looked after asylum seekers who have no adult relatives with them. RADDAG will ask the young asylum seekers about the problems they face getting the healthcare they need. They will also talk about what works well for the asylum seekers. When the work has finished RADDAG will write a report.



Disability

RADDAG will carry on with the work to improve health care services for people with a learning disability. They will do more work with new communities. They will look at how these communities get the healthcare services they need and what problems they have.



Disability

RADDAG will try to form a Patient's Reference Group, which would link into the Patient Public Engagement Committee. Is this PPEC? Or Participation and give people with an interest in health services a chance to affect the work of the CCG. The reference group would tell people about the CCG and the services it buys. It would get people to talk to the CCG, help with buying services, and sense check some documents.



Rochdale and District Mind – have affected the way we talk to people in in two ways: By hosting the **BAME** health and wellbeing forum which includes HMR CCG.



Rochdale and District Mind

Rochdale and District Mind have been able to raise key issues for minority groups and how they struggle to get healthcare services. This led to the CCG paying for the Engage project for 2 years.



Health

NHS Ambassadors - This scheme

tells primary school children about the different ways to get jobs in the NHS. We go to schools and NHS staff talk about jobs in the NHS and the different ways to aim for them. These have been very popular with schools who want to have more visits



Telling patients and the public about all the ways we try to talk to them



The CCG uses different tools to make sure as many people as possible can get to our events take part in our work and decision making.



Livin' It - This is the CCG magazine and has articles about how we talk to local people. It has lots of great information. It tells people about events we are planning or have already held. This lets the CCG make sure a lot of people know about CCG plans. We also write about what we have learned from local people.



Twitter All public meetings are tweeted, and the CCG has lots of followers. Planned events are tweeted to help people to attend.



We have a Facebook page used to advertise events and tell you what people have said about important issues. We used Facebook marketing to see if it would attract more people to events. Over 25,000 Facebook pages were contacted 600 people visited our website.



Public Engagement

The HMR website has a public **engagement** page which tells people how we plan to talk to them and what events are planned. This also tells you about what other people have said about issues they are interested in.



Easy Read documents

We have begun writing key documents that are much easier to read. So far, we have the annual engagement report and the Communication and Engagement strategy in easy read form.



Press releases and health page

All events are advertised through **press releases** in the three local newspapers and the CCG has a regular health page in the Rochdale Observer.

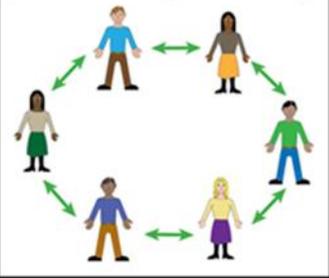


Governing Body

Committee

Governing Body meetings are held in public and local people can ask questions at the beginning of meetings. What happens at the public section of **Governing Body** meetings are tweeted.

partnership working



Partners CCG partners are important, helping us spread the word about how the CCG is planning to talk to service users, the public and patients.

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.