

## Annual Report Easy Read part 7.

1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020



Quality, Safety and **Safeguarding** -  
page 2



Engaging (talking to) local people –  
page 5



## Difficult words.

In this report any **difficult or unusual words will be in bold**. The meaning of these words will be explained at the end of the report



Quality, Safety and **Safeguarding**



Quality, safety and **safeguarding** are at the centre of what we do. These three things run through all our work.



By law we must make sure we safeguard and boost the wellbeing of children, young people and vulnerable adults.



Our big plans for Quality and Safeguarding say how we will protect, care and get better results. [Click here to read NHS HMR CCG's Safeguarding Strategy 2019-21](#) and [click here to read NHS HMR CCG's Quality Strategy 2019-21](#).



**Principle 1.**  
**Safety:**  
People are protected from avoidable harm and abuse. When things go wrong, lessons will be learned.



**Principle 2**

**Effectiveness:**

People's care and treatment gets good results, boosts a good quality of life, and is based on the best ways of doing things



**Principle 3**

**Positive experience:**

Staff treat people with compassion, dignity and respect. Services respond to people's needs and choices and help them to be equal partners in their care.



The team work to the **Serious Incident Framework 2015** to ensure issues are checked, analysed and lessons are learnt. Change happens because of the lessons we learn



We must follow different parts of the law, including national **frameworks** and **acts of parliament**



**Engaging (talking to) local people**

**People**

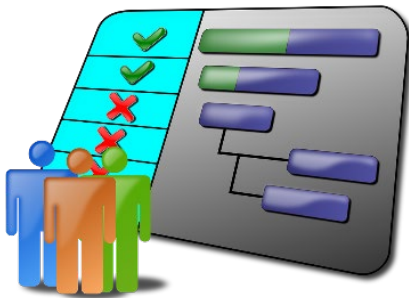


The CCG must talk to local people about the services we buy or plan to buy for them. This is covered in law.

talk

The CCG must talk to local people about:

- Planning to buy services
- Changing how we provide services
- Any plans that might change the way you get services



Plan

We have a plan for how we will talk to people. You can see the plan at page.

KNOW  
THE  
RULES!!!



The Gunning Principles



Gunning was a judge in court. He said there was a right way to talk to the public



Gunning said we must talk to people:

- Before we decide what to do
- Say why we are planning something
- Give people enough time to take part
- We must take notice of what people say



Test

This year we were tested on how well we talked to local people and showed we listened to them. We got a green (good) score. This means we did well in this area, but we could do better still.



How the public can help us buy services



We ask local people to help plan new services.  
One of these is a new **cardiology** service and before that, the children and young people mental health and wellbeing service.  
The lets people have a say in the design of services.



We want local people to feel they can take part in buying services





When we can, the CCG gets local people together to help in buying services.

These groups help us pick who will deliver a service.



In the last year local people have helped with buying the Children and Young people community service.



**Looking forward – some planned improvements**



An easy read version of the annual engagement reports each year

Going forward



An update page on the web site telling you what is happening in projects after local people have had a say

Going forward



**Equality and diversity checking –**

When people attend meetings we need to get more data about their background. This will help us to make sure we talk to as many groups as possible from different backgrounds. It will also let us find out if the views of different groups are the same or different.

Going forward



On line training for **third sector** members of the Patient and Public Engagement committee

Going forward



If you want to know more



If you want to more about how we talk to people and what we have found out please look at our web page at <https://www.hmr.nhs.uk/get-in-touch/patient-and-public-engagement> or <https://www.hmr.nhs.uk/policies-plans-and-reports/annual-reports-and-accounts>

## **Difficult or unusual words**

**Safeguarding** - is the action that is taken to help the welfare of children and adults who could be at risk and protect them from harm

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

**Positive experience** – a good result, something delivering what you expect at the right time in the right place

**Serious Incident Framework 2015** - a plan to deal with and learn from events where things go badly wrong, and a high level of action is needed.

**Frameworks** – a plan of action

**Act of Parliament** - An Act of Parliament creates a new law or changes an existing law.

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

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