



**South Sefton Clinical Commissioning Group
Southport and Formby Clinical Commissioning Group**

Engagement and Patient Experience Group

Annual Report 2014-2015

NHS South Sefton CCG

NHS Southport and Formby



Introduction

The Engagement and Patient Experience Group (EPEG) is a working group which supports NHS South Sefton (SSCCG) and NHS Southport and Formby CCGs (SFCCG) in their strategy development and commissioning decisions. The group aims to ensure that Sefton residents' experience of local healthcare, and their views on healthcare developments, are heard and taken account of, and that there are effective networks and communication channels in place to support this.

The group enables the CCGs and their partners – including the wider networks represented by its members - to discuss and co-ordinate key priorities, identify issues of concern and facilitate and report on engagement with local people. This supports the CCGs in the development of their commissioning priorities and contributes to the wider Integrated Commissioning plans across Sefton.

EPEG does this by acting in an advisory capacity to both CCGs, co-ordinating key pieces of work, making recommendations to the Quality Committee and Governing Bodies and providing assurance that there is an inclusive, integrated and consistent approach to engagement and involvement of the Sefton population.

This is the group's first annual report and provides an account of its activities and progress over the last 12 months; it also includes a plan for priority areas for the forthcoming year.

About EPEG

The group benefits from a broad membership which includes a wide CCG representation, engagement specialists and a range of key partner members notably Healthwatch, CVS and Sefton Council. A complete membership list is detailed in the Terms of Reference, Appendix 1.

The key functions of the group are as follows:

- **Assurance and Statutory duties** – supporting the work of the CCGs in providing ongoing assurance and advice regarding their statutory responsibilities around engagement and consultation, including Equality and Diversity requirements.
- **Planning Engagement and Patient Experience** – supporting proactive public and patient engagement in strategic planning and commissioning; supporting and working collaboratively within the quality measures agreed by Health and Wellbeing Board and working with Sefton Council Standards Panel; monitoring and discussing any concerns raised from review of patient experience data and informing the Quality Committees who can agree appropriate actions.
- **Co-ordination, Communication and Relationships** – ensuring engagement networks are well co-ordinated to avoid duplication; designing, supporting and monitoring effective ways to enhance relationships and communications between key partners organisations and groups, both locally and borough-wide; supporting the co-ordination, planning and promotion of engagement events and sharing of best practice.

Reporting

As a working group, EPEG has direct accountability and reporting responsibilities to SSCCG and SFCCG, via their Quality Committees.

The group meets monthly and produces minutes, an action plan and a key issues log following each meeting. The key issues log is presented to the Quality Committees for their consideration. Verbal feedbacks are included on each CCG Governing Body agenda and the group produces an annual report to be agreed and authorised by both CCG Governing Bodies.

Key areas of work 2014-2015

- **Developing patient experience feedback**

There have been significant advances in the information and format of the Patient Experience Dashboard. The data provided by the CCGs' key providers, including Aintree University Hospital NHS FT Trust and Southport and Ormskirk Hospital NHS Trust, now focuses on patient experience and the quality and safety of care; as opposed to performance and targets which alone are not necessarily accurate indicators of patient experience. The data now consists of a combination of the Friends and Family Test, complaints and PALS reports. This change has provided an increasing level of assurance as to the levels of quality and safety and the overall patient experience delivered by the providers, and has enabled the group to identify areas of concern and/or excellence for escalation to each CCG's Quality Committee.

To further support the CCGs in understanding the providers' approach to capturing and acting on patient experience feedback, the CCGs' main secondary care providers including Aintree University Hospital NHS FT for SSCCG and Southport and Ormskirk NHS Trust for SFCCG, were invited to attend EPEG meetings to provide more detail about their work during 2014/15. They showcased how they were delivering their respective patient experience strategies, including how they were managing concerns and complaints and the improvements they had made in response. This good practice will continue throughout 2015/16 with both attending EPEG meetings on a 6 monthly basis.

- **Supporting engagement and consultation programmes/events**

The group supported and advised on several engagement and consultation programmes which informed and reflected strategic plans and changes in service. This included the development of engagement methodologies and delivery plans, stakeholder mapping, Equality Duty requirements and supporting the successful delivery of plans through partners' communication channels, networks and events.

The programmes and events EPEG supported in this way included the following:

- Out of Hours Pharmacy consultation, Litherland Town Hall Health Centre
- Care Closer to Home, SFCCG
- Breast Care Services engagement, Southport and Ormskirk Hospital NHS Trust
- Ophthalmology Service consultation
- Darzi Practice consultation, SSCCG
- Better Care Fund Plan
- Pharmaceutical Strategic Needs Assessment
- Community/mini chats – CCGs' 5 year strategic plan
- Big Chat 4 – CCGs' Strategy into Action

The expertise and local knowledge that individual group members and their networks offered in support of these programmes was significant. This was evidenced throughout the planning and delivery of the Out of Hours Pharmacy consultation. This included the expert advice provided by the Equality Lead on the CCGs' equality duties; the advice and support of the Healthwatch Steering Group in the development of the engagement plan; and the Healthwatch Community Champions, GP practices and CVS in supporting the promotion and engagement with the general public.

The Breast Care Services engagement programme required a variety of engagement opportunities which were also supported by the EPEG network. Of particular note, was the telephone advice and support service provided by the Patient Advice and Liaison Service (PALS). The importance and value of this easily accessible service for patients and members of the public was evidenced throughout the 3 month engagement period: the team dealt with 122 queries which included the completion of over 50 online surveys on behalf of patients, booking patients onto public meetings and events and providing information and reassurance to worried patients and members of the public. This valuable feedback was included as part of the overall engagement feedback report and will support the NHS Southport and Formby CCG in its commissioning decisions for this service.

- **Embedding Public Sector Equality Duty**

The Equality Lead supported the group in monitoring the Equality and Diversity performance of the CCGs and advised on their Public Sector Equality Duty in respect of their activities and decisions. This included the provision of high level Equality Assessments which provided a steer for consultation and engagement activity ensuring this was inclusive and integrated, mitigating any discrimination. This level of support helped direct the Litherland Town Hall Out of Hours Pharmacy consultation, the Breast Care Services engagement and the CCGs' 5 Year Commissioning priority plans.

- **Developing engagement and communication networks**

The group has developed as an effective channel for the facilitation of two way communication between its members, the organisations and networks they represent and the CCGs. Sefton CVS and Healthwatch Sefton regularly communicate issues and concerns that come to light via their networks. Conversely, the CCGs and other partner organisations are able to use their communication channels, particularly the Health and Social Care Forum, as a primary channel for information sharing.

Significant progress has been made in the development of community networks as the CCGs and Healthwatch align their locality working arrangements. CCG locality managers now attend the monthly Healthwatch Community Champion network meetings where joint working and opportunities for information sharing have been developed; through these meetings locality updates have been shared, with a particular focus on the mental health services review and the Choose and Book system. The benefits of this partnership approach will be further explored as Healthwatch locality representatives, CCG locality managers and lead locality GPs plan to regularly meet to discuss future engagement and how this will be facilitated.

The CCGs and their partners have also begun to develop structures and processes for capturing the voice of children and young people. These developments were prompted in part by the CCGs' jointly commissioned CQC style safeguarding peer review, which identified that the CCGs' Safeguarding Service delivery needed to reflect and embed the voice of children and young people. As a result the CCGs started working with their providers to detail how they engage with children and young people and how this, in turn, informs commissioning. The exercise also highlighted that the CCGs themselves could also do more to improve the involvement of children and young people in their work. Consequently, EPEG members have been working together to identify existing networks and approaches which can inform the future development of the CCGs' engagement strategy.

- **Identifying issues and themes**

As a result of patient/public feedback from the dashboard and reports from Healthwatch, CVS and Sefton Council, recurring areas of concern were identified. Specifically, these included pharmacy and transport issues, which were explored and action plans developed through subject specific EPEG meetings. Notably, it was agreed that Sefton's transport issues required a multi-agency, borough wide approach and were escalated to the Health and Wellbeing Board's Wider Determinants Forum where these will be formally addressed at its July 2015 meeting.

- **Supporting GP practices**

The CCGs continue to strengthen their links with the Sefton GP network and provide support and advice where required, particularly in listening to patients' experience of primary care and supporting improvements. Some examples of these are as follows:

- In partnership with People First, Healthwatch ran a project on the experiences of health and social care services from the perspective of residents with a learning disability. This highlighted issues around how people feel they are treated in primary care and gave some recommendations on how this could be improved. To address these issues, the CCGs worked in partnership with People First to develop and deliver a learning disabilities training programme for frontline staff.
- Through Protected Learning Time (PLT) sessions, NHS South Sefton CCG in collaboration with Sefton CVS, developed and delivered a series of training events for GP frontline reception/administrative staff to support improvements in the front of house patient experience.
- As part of its 'Making Every Contact Count' project, NHS South Sefton CCG has developed a 'Train the Trainer' programme. This Level 1 qualification is aimed at training GP frontline staff to maximise the opportunities they have to deliver health messages to patients. Initially this will be piloted in the Bootle Locality with plans for this to be rolled out to all NHS South Sefton CCG practices.

In addition, the CCG continues to provide advice and support to practice managers on the development of Patient Participation Groups.

- **Supporting Sefton wide developments**

In support of the Health and Wellbeing Board Partnership, the group has been supporting technological developments to create more effective and efficient ways of information sharing and usage between partners. This includes the development of a Sharepoint system which will function as a repository of borough wide consultation and engagement activities and enable the triangulation of patient experience data and engagement feedback.

Commissioned by the CCGs, Sefton CVS has been developing a VCF Directory. This directory and referral system is for GPs and clinicians to refer/signpost patients to specific VCF services. The group has received regular updates on its development and has supported the trialling and promotion of the directory.

The group will continue to support the ongoing developments of these systems through 2015/16.

Looking forward

As part of its annual review process, the group reviewed its Terms of Reference and highlighted the following areas for development which will inform the group's priorities and work plan for 2015/16:

- Align EPEG work streams to commissioning priorities and develop a programme management approach
- Through training and updates, support understanding of the CCGs' statutory and technical requirements around consultation and Public Sector Equality duty, specifically in relation to transformational commissioning decisions
- Develop the Patient Experience Dashboard to include Merseycare NHS Trust and Liverpool Community Health NHS Trust
- Further develop the Sharepoint system to enable the triangulation of patient experience data and engagement feedback for the benefit of all partners
- Develop more effective two way reporting and communication mechanisms between EPEG and the Quality Committee to ensure that key issues are captured, escalated and addressed
- With providers and partners, continue to develop structures and processes to ensure that the Voice of the Child is captured and effectively embedded into all aspects of CCGs plans and activities
- Further develop the 'You said. We did' feedback mechanism.
- Consider EPEG's role in supporting the cultural shift from the focus on clinical healthcare provision to community- based self care and self management
- Develop an EPEG work plan which supports task and action focussed partnership working
- Continue to develop a more coherent package of support for Patient Participation Groups and build on the engagement opportunities and intelligence that they offer
- Continue to work in partnership to develop the locality/community model of engagement