

Camden Clinical Commissioning Group Patient Voice Report

Report title	Governing Body Patient Voice Report (May 2017)
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Chair	Dr Caz Sayer, Chair
Report author	Martin Emery, Deputy Head of Engagement

Report summary	This paper gives a synopsis of the patient and public engagement activity undertaken since the previous Governing Body meeting.
Recommendation	CPPEG is asked to Note the summary report.

Strategic objectives links	Working with the people in Camden to achieve the best health for all is part of Camden CCG's vision; and the completion of the work plan will help us to achieve our aspirations.
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CPPEG Lay Governing Body member (Kathy Elliott)	<p>We continue to welcome contributions and support to strengthen patient and public engagement. Since the last Governing Body, highlights have been:</p> <ul style="list-style-type: none"> • Once again, the election process for CPPEG is bringing new experience and commitment. The elections have been successful in that for the first time the available positions for PPG members in the South and West locality have been filled. This means that we now have twelve practice PPG members on CPPEG who are ably assisted by our stakeholders (represented by Healthwatch, Voluntary Action Camden, Camden Disability Action, Camden Carers Service & Age UK Camden). I was particularly pleased to listen to the reasons given by one of the candidates for standing. 'Every time I have been involved in the CCG, I have taken away learning. I feel the CCG is open to everyone contributing.' • The Health watch report on Care Homes is very much welcomed. I was pleased to see the results included in the report to Quality and Safety Committee, as well as thank Health watch colleagues for presenting at the CPPEG Open Meeting. • We continue to bring together the rich picture of patient experience and outcomes available. Learning with providers is key – last month we worked with the Royal Free and listened to feedback on the implementation of the Accessible Information Standard – and I hope that the Local Delivery Strategy will provide opportunities to deepen this work further in 2017/18.
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| | <ul style="list-style-type: none">• We have had very helpful feedback on this year's work on patient and public involvement, particularly in relation to how we work with the voluntary and community sector. In the coming months I'll be discussing the feedback with our partners, as well as staff, CPPEG and governing body members. |
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Camden Clinical Commissioning Group Governing Body Meeting 10 May 2017

Report Title	The Patient Voice Report	Agenda Item	[See note 2]
		Date	10/05/2017

Committee Chair	Not Applicable		
Lead Director	Dorothy Blundell, Chief Officer	Tel/Email	dorothy.blundell@camdenccg.nhs.uk
Report Author	Martin Emery, Deputy Director of Engagement & Francesca McNeil, Head of Communications and Engagement	Tel/Email	martin.emery@camdenccg.nhs.uk francesca.mcneil@camdenccg.nhs.uk
GB Sponsor(s) (where applicable)	Kathy Elliott, Lay Governing Body member responsible for Communications & Engagement	Tel/Email	kathy.elliott@camdenccg.nhs.uk

Report Summary	This paper gives a synopsis of the patient and public engagement activity undertaken since the previous Governing Body meeting.		
Purpose (tick one box only) [See note 6]	Information	Approval	To note X
Recommendation	The Governing Body is asked to note the content of the report.		

Strategic Objectives Links	Objective E: Work jointly with the people and patients of Camden to shape the services we commission
Identified Risks and Risk Management Actions	Not Applicable
Conflicts of Interest	Not Applicable
Resource Implications	Not Applicable

Engagement	Engagement documented in report.
Equality Impact Analysis	No equality impact assessment is required for this report.

Report History	The Lay Governing Body member responsible for Communications and Engagement presents a bi-monthly report to the Governing Body.
Next Steps	None
Appendices	Not Applicable

Internal Control Only: This paper together with any proposals have been approved by:

[See note 16]					
<i>Lead Director</i>	<i>YES/NO*</i>	<i>Name</i>		<i>Date</i>	
[See note 17]					
<i>Sponsor (if applicable)</i>	<i>YES/NO*</i>	<i>Name</i>		<i>Date</i>	
[See note 18]					
<i>Finance Team (if applicable)</i>	<i>YES/NO*</i>	<i>Name</i>		<i>Date</i>	

**Delete as applicable*



The Patient Voice Report (May 2017)

This paper covers work undertaken over the past two months, relating to:

1. Camden Patient and Public Engagement Group (CPPEG)
2. Business Plan Objective E: Work jointly with the people and patients of Camden to shape the services we commission.

1. Camden Patient & Public Engagement Group (CPPEG)

Since the last Governing Body meeting, CPPEG has held one operational and open meeting for the public and the key themes and issues arising are described below.

1.1 CPPEG operational meeting (13/03/2017)

CCG Committee reports

CPPEG committee representative reports and the Governing Body Patient Voice report were discussed, approved and disseminated to PPGs for information, which can be accessed [here](#).

Camden Local Care Strategy (CLCS) update

Sally MacKinnon (SMK), Transformation Programme Director at Camden CCG, reported that the strategy has moved into the delivery phase. Oversight is provided by the Local Care Delivery Board with an independent chair recently appointed. SMK confirmed that a bi-monthly progress report will be sent to CPPEG for information and when approved onto General Practice Patient Participation Groups (PPGs). The presentation is [here](#). CPPEG are represented on the Board with representatives from Healthwatch and Voluntary Action Camden also attending. SMK presented four case studies in detail – extended access to primary care, supporting adults at home, mental health provision with primary care, and paediatric clinics in primary care.

CPPEG members welcomed the presentation and the examples showing projected changes and the evidence that supported the plans. CPPEG asked that further updates focused on the financial implications of change with one issue to be explored in more depth at a future meeting.

Camden Carers' Service update

Abbie Sherwin, Health Team Manager and Primary Care Liaison at Camden Carers Service (CCS) updated CPPEG members on the work of the service to support carers and general practice. The presentation is [here](#). The key messages were that there are at least 17,500 carers in Camden and the trends suggest that this will increase by around 50% in the next 20 years; with unpaid carers estimated to save the UK economy about £132 billion per annum (Carers UK, 2015). CPPEG members welcomed the presentation and agreed to promote CCS to PPGs via the monthly newsletter and support general practices in identifying carers and appointing carers champions within PPGs with links to CCS.

Planning our next bi-annual PPG Forum – date to be confirmed

The CCG continues to support the development of PPGs by hosting bi-annual PPG forums to develop best practice and celebrate success, keep open dialogue between PPGs and CPPEG and to enable PPGs to influence the strategic direction of the CCG. The next forum meeting will be moved from May 17 to after the general election, as per NHS pre-election guidelines. It will focus on three areas requested by PPG members: development of GP Neighbourhoods, PPG success stories and Camden Local Care Strategy. CPPEG members welcomed the agenda reflecting the priorities identified by PPG members.

**Working with the people of Camden
to achieve the best health for all**

CPPEG election update

The election for the vacant PPG positions on CPPEG have now been held with the successful candidates attending a corporate induction held at the CCG on Thursday 27 April. The new members elected by PPG members are Eli Collis (Gray's Inn Road Medical Practice), Christopher Morgan, (Museum Practice), Gill Walt (James Wigg Practice) and Ivy Johnson (Abbey Medical Centre). CCG staff are looking forward to the new perspectives that they will bring to our engagement work. Further information on the new members can be accessed by [clicking here](#).

CPPEG operational meeting (You Said & We Did)

You Said	We Did (Action taken / to be taken)
<p>Committee reports: CPPEG committee reports approved.</p> <p>Camden Local Care Strategy: CPPEG members welcomed the update and asked that further progress reports explore issues around one population group in more depth.</p> <p>Camden Carers Service (CCS): CPPEG members welcomed the presentation and the opportunity to raise awareness of the service in general practice and PPGs.</p> <p>Bi-annual PPG forum meeting: CPPEG members welcomed the focus of the meeting reflecting the priorities identified by PPG members.</p> <p>CPPEG election update: CPPEG members welcomed the appointment of new members.</p>	<p>Camden CCG has:</p> <ul style="list-style-type: none"> • CPPEG committee reports disseminated to PPGs and made available on CPPEG webpage. <p>Camden CCG has:</p> <ul style="list-style-type: none"> • Mental health changes have been scheduled to be discussed at the next bi-annual PPG forum meeting with Adults and Children's & Families scheduled for the following meetings. <p>Camden CCG has:</p> <ul style="list-style-type: none"> • Information on CCS shared via the monthly PPG newsletter. <p>Camden CCG will:</p> <ul style="list-style-type: none"> • Help CPPEG members raise awareness of CCS with PPGs and support the development of Carer Champions in PPGs (champions to help bring together CCS and general practice PPGs). <p>Camden CCG will:</p> <ul style="list-style-type: none"> • The bi-annual meeting will be hosted after the general election is held on June 8 (date to be confirmed). <p>Camden CCG has:</p> <ul style="list-style-type: none"> • Held a corporate induction with the newly elected members.

1.2 CPPEG open meeting (10/04/2017)

CPPEG open meetings occur bi-monthly and allow an opportunity for members of the public to hear about and engage with the work of the CCG. The meeting was attended by 32 members of the public.

Presentation 1: Evaluating residential care homes in Camden

The presentation can be viewed [here](#), given by Victoria Armitage, Project Officer at Healthwatch Camden. Healthwatch worked with Independent Age (National older people's charity) to gather the views of older people over a 12 month period. The research identified that families want more information to get a sense of how the home is to live in and more qualitative information which goes beyond understanding whether the home is safe. Meetings were held with care homes in Camden, and action taken to address areas identified for consideration. Local councillors have also been approached to visit care homes moving forward, with a focus on the quality indicators identified by Independent Age.

Attendees welcomed the presentation and the approaches to collating service user experience. The Question & Answer (Q&A) session will be made available on the website once approved by the CPPEG Chair.

Presentation 2: What is patient experience telling the Royal Free London NHS Foundation Trust?

The presentation can be viewed [here](#). Richard Chester, Deputy Director of Patient Experience gave an overview of what is good and what could be improved in relation to patient experience at the Trust. The majority of patient feedback was positive but feedback has identified improvements are required on complaints management (for example, complaints remaining open after 6 months with one example of 11 months given by a member of the audience). Attendees welcomed the presentation and asked Richard Chester to return to update CPPEG on progress. The Q&A will be made available on the website once approved by the CPPEG Chair.

CPPEG open meeting (You Said & We Did)

You Said	We Did (Action taken / to be taken)
<p>Evaluating residential care homes in Camden: The audience welcomed the presentation and the qualitative feedback that families gave about the quality of services. Attendees also asked that Healthwatch Camden consider keeping the reports current with future visits incorporated into the Healthwatch work plans.</p>	<p>Camden CCG will:</p> <ul style="list-style-type: none"> Disseminate the presentation and care home reports via the PPG newsletter.
<p>What is patient experience telling the Royal Free London NHS Foundation Trust? The audience welcomed the presentation and felt reassured that the majority of feedback was positive but were concerned about the performance of managing and resolving complaints in a timely manner.</p>	<p>Camden CCG will:</p> <ul style="list-style-type: none"> Invite the Deputy Director of Patient Experience at the RFH to a future CPPEG meeting to give assurance that the managing of complaints in a timely manner is improving. Disseminate the presentation via the PPG newsletter.

2. Business Plan Objective E: Work jointly with the people and patients of Camden to shape the services we commission

The following summarises other key activity over the last two months to support Objective E:

2.1 Re-procurement of termination of pregnancy service

The Communications and Engagement Team is supporting the Clinical Lead for Women's Health by designing and disseminating staff and service user surveys to GPs, practice staff and service users. The purpose is to gain feedback on the quality of the service provided, to help the commissioning team to review current service providers, and what they would like from a future service provider. The survey is scheduled to close on Friday 30 June.

The survey is also scheduled to be disseminated to Marie Stopes International and British Pregnancy Advisory staff and appropriate staff from University College London Hospitals NHS Foundation Trust, Royal Free London Hospital NHS Foundation Trust and Camden and Islington Young People's Sexual Health Network. An option for 1 to 1 surgeries with service users and residents has also been made available to discuss quality of service.

2.2 Extended GP Access procurement update

A CPPEG representative was recruited to the procurement panel to assess potential providers and Camden CCG has awarded AT Medics the contract to provide an extended GP access service. The expert panel which recommended the appointment included non-conflicted clinicians, a local patient and a Healthwatch Camden representative.

2.3 Camden Local Care Strategy update held at Camden Lesbian, Gay, Bisexual and Transgender (LGBT) forum

The Transformation Programme Director, assisted by the Communications and Engagement team, held a conversation event with members of the Camden LGBT community (15 people attended) on 7 March. The update on the plan was welcomed and updates on future progress can be disseminated via the monthly LGBT newsletter. Attendees asked that the CCG's presentation be adapted to reflect the wider community, i.e. not just images on a nuclear family.

2.4 London Borough Camden (LBC) Mental Health Forum

The Communications and Engagement team presented opportunities for involvement to LBC Mental Health Forum members and gave examples of how patient and resident input has influenced local change.

2.5 Question time with the Chair of Camden CCG and Visually Impaired Camden

A question time with visually impaired people in Camden was held on the 21 March. 12 people were in attendance:

- Positive feedback highlighted that accessing appointments has improved in a number of general practices and the patient experience of attending South Camden Centre for Health and Caversham Group Practice received specific mention.
- Negative feedback was given in relation to the speed of implementing the Accessible Information Standard across general practice and the quality and speed of response letters sent to services users who have experienced poor services at the RFH.

The Communications and Engagement team will write to providers where their feedback on patients' negative experiences is required, which will be monitored by CPPEG.

2.6 Filming – PPG success stories

The Communications and Engagement Team are filming three PPG success stories (James Wigg Practice, Hampstead Group Practice and Caversham Group Practice) to celebrate good practice, which will be premiered at the next bi-annual PPG forum meeting.

2.7 Camden Disability Action at April Membership Summit

The Chair of Camden Disability Action (CDA) provided practices with an overview of their services and a perspective on the importance of considering the needs of services users with a disability in Local Care Strategy and neighbourhood planning. A Governing Body GP member, will meet with CDA to discuss their members' experiences of general practice. The Communications and Engagement team will support this.

2.8 Planned Care Local Enhanced Service Group

The Communications and Engagement team are supporting the primary care team in recruiting a patient representative to join the Planned Care Local Enhanced Services Group.

2.9 North Central London Personal Medical Service (NCL PMS) Review Oversight Group

The Communications and Engagement team are supporting the primary care team in identifying and recruiting a patient representative to join the NCL PMS Oversight Services Group.

3.0 Staff training on designing online surveys

The Communications and Engagement team ran a lunch time seminar for staff on how to design high quality online surveys, to support good standards of patient and public engagement work across the CCG.

You said and we did.

You Said	We Did (Action taken / to be taken)
<p>Re-procurement of termination of pregnancy service</p> <p>Extended GP Access procurement update:</p>	<p>Camden CCG will:</p> <ul style="list-style-type: none"> • Present the results of the consultation to CPPEG in 3 months. <p>Camden CCG will:</p> <ul style="list-style-type: none"> • Ensure the new provider (AT Medics) engages local patients to co-design extended hours service in Camden. Progress will be reported to CPPEG re: patient engagement in six months. • Update reports presented at CPPEG to be disseminated to PPG members via the monthly newsletter.

<p>Camden Local Care Strategy update held at Camden LGBT forum: LGBT forum members welcomed the presentation and offered to disseminate information to members of the community via the monthly newsletter.</p> <p>LBC Mental Health Forum: LBC has disbanded the mental health forum to refresh their approach to engagement and will continue to engage with residents via different means (e.g. resident surveys, discussion groups & establish a councillor-led disability scrutiny group which will hold the Council to account on the way it involves residents in decision making).</p> <p>Question time with the Chair of Camden CCG and VIC VIC members welcomed the opportunity to speak to the Chair of Camden CCG and the opportunity to talk about what works and what needs to improve in relation to healthcare in Camden.</p> <p>Filming – PPG success stories: CPPEG members welcomed the promotion of general practice PPG success stories and CCG plans to build an archive of success stories to spread good practice throughout Camden.</p> <p>Camden Membership Summit Meeting: Attendees welcomed CDA presentation.</p>	<p>Camden CCG will:</p> <ul style="list-style-type: none"> Amend images promoting the Camden Local Care Strategy/delivery reports to reflect the wider community. <p>Camden CCG has:</p> <ul style="list-style-type: none"> The Communications and Engagement team have added residents to their distribution list to ensure that they have the opportunity to answer patient calls to influence commissioning and procurement projects at the CCG. <p>Camden CCG will:</p> <ul style="list-style-type: none"> Disseminate positive and negative feedback to local service providers and connect the engagement leads with the Chair of VIC to address the concerns raised. CPPEG will receive a report in six months to update members on actions taken to improve the patient experience. <p>Camden CCG will:</p> <ul style="list-style-type: none"> Three PPG success stories will be filmed and added to the CCG and general practice websites Disseminate PPG success stories to all general practices for information and support PPG members in developing their PPGs. <p>Camden CCG will:</p> <ul style="list-style-type: none"> A Governing Body GP member, will meet with CDA to discuss their members' experiences of general practice.
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3.0 Looking ahead

- Following the success of running a lunch time seminar training staff to design online surveys via Citizens Space, designing and facilitating focus group training will be held in June.

- A bi-annual General Practice PPG forum meeting will be held in June, after the general election. The main topics are:
 - General Practice neighbourhoods update
 - General Practice PPG success stories (exchange of success stories across PPGs)
 - Camden Local Care Strategy update (Inc. question and answer discussions to be held with commissioning staff at three Market stalls (Adults, Children and Mental Health)).
- General Practice Learning Disability Day
The Communications and Engagement Team are supporting the Clinical Lead for Learning Disabilities in hosting a GP education day on 17 May, which will incorporate:
 - An overview of the Accessible Information Standard
 - A solution for providing information in easy read
 - Role play – what’s good and could improve about healthcare in general practice
 - A GP experience of providing support for patients with learning disabilities
 - Lessons learnt from Royal Free NHS Foundation Trust and University College London Hospitals.
- A question time meeting with the Chair of Camden CCG and Somali youths (aged 16 – 25) will be held at the Somali Youth Development Resource Centre (SYDRC) in June to discuss healthcare in Camden.