

<b>Report title</b>	Governing Body Patient Voice Report (13 September 2017)
<b>Chair</b>	Dr Neel Gupta, Chair
<b>Report author</b>	Martin Emery, Deputy Head of Engagement
<b>Report summary</b>	This paper gives a synopsis of the patient and public engagement activity undertaken since the previous Governing Body meeting.
<b>Recommendation</b>	CPPEG is asked to <b>Note</b> the summary report.
<b>Strategic objectives links</b>	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.
<b>CPPEG Lay Governing Body member (Kathy Elliott)</b>	<p>We continue to welcome contributions and support to strengthen patient and public engagement. Since the last Governing Body meeting, highlights have been:</p> <ul style="list-style-type: none"> <li>• AT Medics have attended both a CPPEG operational and open meeting presenting proposed models for delivering out of hours care. I am also pleased that AT Medics will be utilising the Citizens Panel by holding 4 focus groups in the near future to ascertain what is important to patients</li> <li>• The bi annual PPG forum meeting was held and was a great success with 55 PPG members attending (not counting stakeholder attendees) with over 94% rating the event from good to excellent.</li> <li>• I am looking forward to the next CPPEG operational meeting whereby the Universal Offer, GP Federation and Commissioning Intentions will be discussed.</li> <li>• I would like to put on record my thanks for Saloni Thakrar and Leon Douglas who have recently stood down as co-chairs of CPPEG and welcome Hilary Lance as the new Chair. Hilary will be attending future Governing Body meetings as the CPPEG representative.</li> </ul>

<b>Report Title</b>	The Patient Voice Report	<b>Agenda Item</b>	[See note 2]
		<b>Date</b>	13/09/2017

<b>Committee Chair</b>	Not Applicable		
<b>Lead Director</b>	Ian Porter, Director of Corporate Affairs	Tel/Email	<a href="mailto:ian.porter@nhs.net">ian.porter@nhs.net</a>
<b>Report Author</b>	Martin Emery, Deputy Head of Engagement & Francesca McNeil, Head of Communications and Engagement	Tel/Email	<a href="mailto:martin.emery@nhs.net">martin.emery@nhs.net</a> <a href="mailto:francesca.mcneil@nhs.net">francesca.mcneil@nhs.net</a>
<b>GB Sponsor(s)</b> (where applicable)	Kathy Elliott, Lay Governing Body member responsible for Communications & Engagement	Tel/Email	<a href="mailto:kathy.elliott1@nhs.net">kathy.elliott1@nhs.net</a>

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

<b>Strategic Objectives Links</b>	Objective E: Work jointly with the people and patients of Camden to shape the services we commission
<b>Identified Risks and Risk Management Actions</b>	Not Applicable
<b>Conflicts of Interest</b>	Not Applicable
<b>Resource Implications</b>	Not Applicable
<b>Engagement</b>	Engagement documented in report.
<b>Equality Impact Analysis</b>	No equality impact assessment is required for this report.

<b>Report History</b>	The Lay Governing Body member responsible for Patient and Public Engagement presents a bi-monthly report to the Governing Body.
<b>Next Steps</b>	None
<b>Appendices</b>	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

DRAFT

## The Patient Voice Report (September 2017)

This paper covers work undertaken over the past two months, relating to 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, the CCG has held one CPPEG operational meeting, one open public meeting and a bi-annual PPG forum meeting. Key themes and issues arising are described below.

#### 1.1 CPPEG operational meeting (10/07/2017)

At the July meeting the following were discussed (links to papers included below):

- CCG Committee reports ([here](#))
- Population Health Management tool ([here](#))
- Quality, Innovation, Productivity and Prevention (QIPP) update ([here](#))
- Camden GP Extended Access Service ([here](#))
- Refreshed Communications and Engagement Plan ([here](#))

You Said	We Did
<p><b>Camden GP Extended Access Service:</b> CPPEG members asked that representatives attend an future CPPEG open meeting</p>	<p><b>Camden CCG have:</b> AT Medics presented at the CPPEG open meeting on Monday 14 August. Presentation also made available on CPPEG <a href="#">website</a>.</p>

#### 1.2 Bi-Annual PPG Forum Meeting (06/07/2017)

CPPEG hosted the fourth bi-annual PPG reflecting with 55 PPG members in attendance. The agenda was developed based on input from PPG members, to include:

- Patient Participation Group (PPG) success stories:
- General Practice Neighbourhoods (commissioning and provider perspective)
- How could GP Neighbourhoods work in practice? Improving care for frail people
- Improving Local Care for people with mental health problems and/or learning disabilities

Presentations can be viewed [here](#).

You Said	We Did
<p><b>PPG Success Stories:</b> Additional case studies should be collated over time</p>	<p><b>We will:</b> Continue to work with PPG members and practice staff to build and share case studies of success stories across Camden.</p>
<p><b>General Practice Neighbourhoods:</b> PPG members asked for an update at the next PPG forum</p>	<p><b>We will:</b> Include a Neighbourhoods agenda item on neighbourhoods at the next Forum.</p>

#### 1.3 CPPEG open meeting (14/08/2017)

CPPEG open meetings occur bi-monthly as an opportunity for the public to engage with the work of the CCG. At the August meeting 39 people attended and the following topics were discussed.

- Camden GP Extended Access Service
- Care Integrated Digital Record (CIDR) update
- PPG forum update

You Said	We Did
<p><b>Camden GP Extended Access Service:</b> Attendees asked that AT Medics return to report progress in 2018-19</p>	<p><b>Camden CCG will:</b> Invite AT Medics to a CPPEG operational and open meeting in the next financial year</p>

#### 1.4 CPPEG operational catch up meeting (14/08/2017)

Hilary Lance has been appointed as CPPEG Chair and the appointment was ratified at the meeting. The CCG and CPPEG thanked Leon Douglas and Saloni Thakrar (in her absence) for their hard work and valuable contribution as CPPEG Chairs and wished them success for the future.

The following items were discussed:

- General Practice PMS review update
- GP Neighbourhoods

You Said	We Did
<b>General Practice PMS review update</b> Submitted questions on the different contracts, the plans to reinvest funding and impact for smaller practices	<b>Camden CCG will:</b> The primary care team will attend the September CPPEG operational meeting to discuss
<b>General Practice PMS review update</b> Submitted questions on the geography of neighbourhoods, development plans, patient engagement, commissioning structure and role of the Federation	<b>Camden CCG will:</b> The primary care team will attend the September CPPEG operational meeting to discuss

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

A range of other engagement has been delivered over the last two months to support Objective E:

- Re-procurement of termination of pregnancy service: The general practice and service user survey has been completed and the findings are currently being analysed and will be presented at a future CPPEG operational meeting.
- Camden CCG participation in an NCL Admission Avoidance Citizen Reference Group, chaired by Healthwatch Camden, to support local roll out of engagement activity in STP planning
- Camden Local Care Strategy (Citizens Panel Survey): a survey is underway asking the panel for views on current health services, health information and experiences of accessing and receiving support for managing their health and care issues. This will provide baseline data to assess the impact of Local Care Strategy transformation. Plans for sharing these results are in development.
- Children's Commissioning Team (Citizens Panel Focus Groups): a series of focus groups are being planned with parents to explore seeking healthcare support and advice for common healthcare conditions re: their children. The results will be made available following analysis.
- Accessible Information Standard: The Communications and Engagement team are supporting the Clinical Lead for Learning Disabilities and Governing Body elected General Practice Manager with improving General Practice compliance with AIS requirements. A range of tools and templates are now available on the GP website for practices to use.
- Equality Delivery System (EDS2): the CCG is ascertaining CPPEG members' views (incl. stakeholder members) of how the CCG and local providers are performing.

### 3.0 Looking ahead (August/September/October)

The range of patient and public engagement activity is planned, including:

- A consultation workshop for the CCG governing body and executive team
- Camden Local Care Strategy presentation at the next Camden Carers Service meeting
- CCG Chair Question Time with the local Somali adolescents
- CPPEG operational meeting: GP Neighbourhoods, Universal Offer and Commission Intentions
- A second Deaf Awareness workshop for CCG and General Practice staff
- Staff Communications and Engagement Group to meet with CCG, Public Health and Council members attending to discuss engagement and communication activity planned for Quarter 2.
- Dermatology planned care public focus group.